



Receptionist

Closing date: Friday, 27 February 2026







Welcome to Thomas's College

Thomas's College is a brand-new selective co-educational day and weekly boarding school for students from 11 to 18. Our school sits in a beautiful five-acre campus at the top of Richmond Hill, 15 minutes' walk from Richmond Station, with magnificent buildings surrounding a central garden. We have outstanding sports facilities a short drive away, with Richmond Park on our doorstep. The whole site is full of space and greenery.

We seek to offer a new approach to London independent education, built around the choices and interests of each individual, that combines the best of traditional excellence with radical innovation. We teach psychology to all students, we offer alternative qualifications alongside GCSE and A Level, we've changed the student journey to include a three-year Sixth Form - we're at the leading edge of educational reform.

Above all we offer a family atmosphere, full of heart, along with the passion and drive of an entrepreneurial start-up environment. It is a combination that we believe will bring our students benefits, in terms of their success, happiness and values, that will last lifelong. For staff, we hope that working at the College will be an experience they treasure throughout the course of their careers.



Vision and Aims

PART OF THOMAS'S LONDON DAY SCHOOLS

We are a family-run group of co-educational independent schools in central London, which seek to give an exceptional start in life to more than 2,000 children between the ages of two and eighteen. Every member of the Thomas's community is expected to live by our most important school rule, which is simply to 'Be kind'.



OUR VISION

Our vision is that every pupil at Thomas's develops core values and a strong sense of social responsibility; inner strength, outward assurance and positive physical and mental health; academic success and a wide range of skills, interests and attributes; curiosity about the world and a love of learning.

The overall goal of a Thomas's education is to equip all of our pupils with optimism and readiness for the future, to become net contributors to society, and to flourish as successful, conscientious and caring citizens of the world.



OUR AIMS

To achieve this vision, our aims at Thomas's College are:

- To provide an exceptional and innovative education to young people aged 11 to 18, founded on **breadth of experience and opportunity**
- To enable pupils to achieve **academic excellence** through a holistic approach that develops knowledge, skills, character and self-understanding
- To ensure that every member of our school communities learns and lives by a strong set of values, with **kindness at the heart**
- To support pupils to make meaningful choices about their future, fostering a sense of **purpose and personal ownership**
- To promote a **diversity of excellence** that encourages different types of intelligence, problem-solving and the ability to make connections

The Heads and Principals
Thomas's London Day Schools



The Role

OVERVIEW

The College Receptionist is a forward-facing ambassador of the School by providing a hospitable, professional, efficient and welcoming reception function, whether in person, by email or by telephone. The Receptionist is often the first point of contact that members of the wider community have with the school, and as such this is a key role in uploading and representing the ethos of Thomas's College.

KEY RESPONSIBILITIES

Personal responsibility for:

- Answer all incoming telephone calls and transfer or take messages as appropriate
- Act as the first point of call for pupils and parents
- Liaise effectively between staff ensuring the school day runs smoothly
- Provide a warm, professional and courteous welcome to all visitors
- Answer internal calls and action requests
- Help manage the School Office inbox
- Liaise with the Admissions Department to ensure a warm welcome if given to guests including prospective parents
- Monitor visitor signing in and out and create visitor badges
- Lead student registration throughout the school day
- Lead all visitors to designated assembly point in case of an emergency (Fire Alarm etc.)
- Update display screens when necessary
- Sorting and distributing of the external mail
- Preparation of items for school events
- Pass messages from parents to pupils, ensuring that urgent messages are handled effectively
- To be efficient in using and working with the College Management Information Systems, including iSAMS, to support the School Office function
- Undertake first-aid training and act as first-aid support to the Nurse and Cross-School Medical Lead
- Have a key role in the safeguarding function of the reception area, this is vital for the welfare of pupils in school

Shared responsibility for;

- To support the School Office and other departments as required
- Stocktake and ordering of School stationery
- Input data into the School database and extract information as required
- Carry out any other reasonable duties requested by the Administration Team Leader and Leadership Team

Person Specification

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Effective organisation and time management skills with the ability to multi-task and manage competing demands
- Highly developed communication skills and the ability to communicate with people at all levels
- Experience of delivering excellent service in a customer-focused role
- Strong IT skills and computer literacy including the use of management information systems and other computer applications such as iSAMS and Google
- A qualification or experience in delivering First Aid or willingness to undertake recognised training

PERSONAL ATTRIBUTES

- Honesty, integrity and reliability
- The ability to work effectively in a team with a range of styles and personalities
- Ability to work calmly under pressure and prioritise
- Confidence and assurance in dealing with staff, students and families at all levels
- Willingness and ability to work flexibly at peak times (e.g. occasional evenings and weekends)
- Ability to show resilience under pressure
- Adapt and be flexible to the ever-changing demands of the reception area



ADDITIONAL PERSONAL ATTRIBUTES AND VALUES

Personal Qualities

- High levels of initiative and energy and readiness to work hard
- Ability to manage and thrive on intensity and tolerate and overcome frustrations
- Ability to exercise self-care and prioritise wellbeing
- Enthusiasm, positivity, a readiness to believe in and work towards the best
- Supportive, generous and sympathetic attitude
- Constructive and imaginative approach to problems
- Readiness to learn, share ideas and listen
- Willingness to adapt and change and demonstrate the growth mindset we encourage in students
- Motivated by high standards: taking satisfaction in doing things really well
- A sense of school spirit and recognition that positive and cheerful capability in the face of challenge is at the heart of strong communities
- Recognising the importance of work as a source of meaningful satisfaction and fun

Safeguarding and Young People's Interests

- A commitment to the highest standards of safeguarding in all aspects of practice
- Genuine interest in children and young people
- Genuine interest in pastoral issues and wellbeing
- Commitment to responding to and supporting each student as an individual



KINDNESS



COURTESY



HONESTY



RESPECT



PERSEVERANCE



INDEPENDENCE



CONFIDENCE



LEADERSHIP



HUMILITY



GIVERS,
NOT TAKERS

Terms and Benefits

- **Competitive Salary & Benefits Package**
- **Contract:** Full Time, Permanent
- **Expected Start:** As soon as possible
- **Hours of Work:** 10am to 6pm
- **Location:** Thomas's College, Richmond

The role will be subject to the successful completion of the required employment checks, including an enhanced DBS and reference. Full details of all checks that will be carried out are detailed in our recruitment policy.



Key Dates

Applications are invited from experienced, dynamic and enthusiastic leaders excited by the scope of this opportunity. For further details visit the Thomas's London Day Schools website: thomas-s.co.uk/join-our-team or email hr@thomas-s.co.uk

To apply for this post please go to thomas-s.co.uk/join-our-team and click apply by Friday, 27 February 2026. Should you wish to send a covering letter or supporting statement following your application, please forward it to hr@thomas-s.co.uk

The first round of interviews will take place over the week commencing Monday, 9 March 2026. Please note that referees will be contacted prior to the interview.

SAFEGUARDING

Thomas's London Day Schools are committed to safeguarding the welfare of children and young people and expect all staff, volunteers and visitors to share this commitment and work in accordance with our child protection policies and procedures.

All posts are subject to screening appropriate to the post including checks with past employers and the DBS service. The school will undertake online searches on shortlisted applicants and may require applicants to provide details of their online profile, including social media accounts. For details of the checks which will be undertaken as part of our recruitment process, please see our Safer Recruitment Policy which can be found here www.thomas-s.co.uk/policies/ under the 'Thomas's Policy' tab.

This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020. As an equal opportunities employer, Thomas's is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity or marriage and civil partnership. Thomas's aspire to have a diverse and inclusive workspace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join the Group.





**Be Kind
Be Thomas's**