

Rickmansworth School

Job Description: School Receptionist

Salary: H3 pt 5 to H3 pt 6 £25,583 to £25,989 plus £1,045 Fringe allowance
Pro-rata actual salary: £12,200 to £12,386 pa incl. Fringe allowance

Hours: 20 hour per week

Wednesday 12:20 -16:30 | Thursday 08:00-16:30 | Friday 08:00-16:00
(Thursday and Friday incl 20 minute unpaid break)

Line Manager Office Manager

Notice Period 3 months

Purpose of role: The purpose of this role is to provide a professional, welcoming and efficient front-of-house service, acting as the first point of contact for students, parents, visitors and staff. The School Receptionist plays a key role in supporting the smooth day-to-day operation of the school by managing enquiries, operating the main reception and telephone system, and providing high-quality administrative support. The role involves maintaining accurate records, managing visitor signing-in procedures, responding to enquiries promptly and courteously, supporting students welfare processes where appropriate, and undertaking a range of administrative tasks across the school. The School Receptionist will contribute to creating a positive, organised and inclusive environment, ensuring that safeguarding procedures, confidentiality requirements, school policies and administrative processes are followed at all times.

Main Responsibilities

- Provide a professional, welcoming and efficient front-of-house reception service, acting as the first point of contact for students, parents, visitors, contractors and staff
- Greet all visitors, ensuring they sign in and out in accordance with the School's safeguarding and security procedures, issuing visitor badges where appropriate
- Operate the main school switchboard, responding to telephone enquiries promptly, courteously and professionally, directing calls and taking accurate messages as required
- Respond to email and face-to-face enquiries, providing accurate information or referring enquiries to the appropriate member of staff
- Manage the booking of meeting rooms and maintain the meeting room diary, ensuring rooms are prepared with the appropriate layout, equipment and refreshments where required
- Support the smooth running of meetings, events and school functions by preparing conference and meeting spaces as necessary
- Undertake a range of general administrative duties including photocopying, scanning, data entry, distributing post, processing deliveries and maintaining accurate records
- Receive and distribute incoming post, parcels and deliveries, ensuring items reach the appropriate recipients promptly
- Assist with first aid and student welfare enquiries when required, particularly in the absence of the Welfare Officer, in accordance with school procedures and training

- Maintain confidentiality and handle sensitive information in accordance with data protection legislation and school policies
- Ensure the reception area remains tidy, welcoming and professional at all times
- Work collaboratively with colleagues to provide administrative support across the school as required
- Demonstrate flexibility to meet the changing demands of a busy secondary school environment, supporting colleagues during busy periods and school events
- Participate in relevant training and professional development to maintain and enhance knowledge and skills
- Comply with all School policies and procedures, including safeguarding, health and safety, data protection and equality
- Undertake any other duties commensurate with the responsibilities, grade and nature of the post, as reasonably requested by the Headteacher or Office Manager

General Duties

- Participate in the School's appraisal process
- Ensure that principles of equality are upheld in all interactions with staff and students
- Adhere to all School policies and procedures
- Contribute towards achieving the School's aims and ambitions as outlined in the Strategic Plan, School Development Plan, and Department Development Plan
- Play an active role in the School's self-evaluation process
- Work within the School's Health and Safety policy, Safeguarding Policy, and Code of Conduct to help create a safe working environment for staff, students, and visitors

Alterations

- The Headteacher may alter this job description, after discussing any alterations with you and giving you reasonable notice of the alterations

Other Duties:

You may be required to perform duties, appropriate to the post, other than those given in the job specification. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job specification from time to time.

This job description allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out and no part of it may be so construed.

This job description is not necessarily a comprehensive description of the duties required but outlines the main responsibilities of the post. It will be reviewed annually and can be added to at the discretion of the Headteacher.

An enhanced DBS check will be required for this post.

The job description is current at the date shown, but, in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title. The successful candidate must have a commitment to safeguarding, promoting the welfare of children and young people and uphold the values as set out in the School's Equality Policy through promoting equality of opportunity and the elimination of unlawful discrimination.

Applicants must declare any criminal convictions and submit to a check with the Disclosing and Barring Service as the post is exempt from the Rehabilitation of Offenders Act 1974.

Person Specification - School Receptionist

E - Essential
A - Application process

D - Desirable
I - Interview process

	Essential / Desirable	Assessed via?
Experience:		
Experience of working within a school or other educational establishment	D	A/I
Experience of working in a public-facing position	D	A/I
ICT literate – working knowledge of Google, Microsoft	E	A/I
Qualifications and Training:		
Good Literacy and numeracy – GCSE mathematics and English or equivalent	E	A
First aid qualification (first aid at work or Level 3 First Aid qualification) or be willing to undertake a qualification	E	A
Knowledge:		
Good level of ICT skills including knowledge of Google Workspace and Microsoft Office	E	A/I
Good understanding of safeguarding procedures in a school setting	E	I
Aptitudes:		
Ability to quickly establish positive working relationships with a wide range of people from within the School	E	A/I
Good written and oral communication skills	E	A/I
Ability to work with complete discretion and confidentiality	E	A/I
Ability to create a professional and welcoming environment for students and visitors	E	A/I
Ability to prioritise effectively	E	A/I
To keep calm under pressure and professional at all times in a busy environment	E	A/I
Flexible approach and the ability to adapt to change within the working environment	E	A/I
Willingness to contribute to the wider life of the School	E	I
Values:		
High work standards and accuracy. Pride in a job well done	E	A/I
Interest in the education of young people	E	A/I
Engage with and actively promote Rickmansworth School's sustainability goals	E	I
The belief that every student can and will achieve their very best	E	A
Good organisational skills	E	A/I