



HATCH END HIGH SCHOOL

Part time Receptionist

Role is term time only plus 1 week

Hours 14.4 hours per week (Mon & Tues 07:30am - 3:10pm)

Salary H3: £10,327 - £10,475

JOB DESCRIPTION

JOB PURPOSE

- To act as Receptionist by providing support for a range of office functions and providing a welcoming environment for all visitors, students and staff.
- To provide cover for welfare when required.
- To provide hospitality services as required for school events.

REPORTING

- The post holder will report to and be line managed by the Lead Receptionist.

RESPONSIBLE FOR

- Acting as the first point of contact for visitors, creating a positive first impression and representing Hatch End High School in a professional and welcoming manner.

WORKING TIME

- Hours are 07:30am - 3:10pm. These hours are set in order for us to cover our reception.
- The extra week to be worked to cover reception during school holidays as agreed with line manager.

KEY DUTIES

- Undertake reception duties, answering general telephone calls and face-to-face enquiries along with signing visitors and students in and out.
- To work alongside our Student Services support team with administrative tasks including covering the Print Room and supporting with Arbor communications where required.
- To manage the school runner and locate students in lessons to pass on urgent messages from parents and/or staff.
- To contact parents/carers regarding a range of issues.
- To type correspondence/documentation and carry out administrative duties as required.
- To photocopy documents and materials as directed.
- To deal with the daily out-going mail.
- To assist in maintaining the student database as required.
- To enter relevant attendance information on the school management information system.
- To ensure that the reception area is kept tidy, informative and welcoming to visitors at all times.
- Arrange appointments for staff as directed.
- Telephone 999 for ambulance, fire and/or police attendance when requested in an emergency situation.
- Assist in organisation of parent sessions/forums as necessary.
- Assist in the updating and publication of Microsoft SharePoint resources, including staff and student information.
- Provide relief in the Student Welfare Room as and when required – training will be provided.

- Any additional administrative duties/responsibilities appropriate to the grade and level of responsibility of the post – as required by the Line Manager/Headteacher.

OTHER DUTIES AND ACCOUNTABILITIES

- Be aware of and comply with policies and procedures relating to child protection, health & safety and security, confidentiality and data protection, reporting all concerns to the Headteacher and/or the Safeguarding Team.
- To attend team meetings, whole staff training on Monday after school, additional CPD training, staff meetings and school events as directed; take part in performance appraisal.
- Ensure compliance with your responsibilities as laid out in the school's Equal Opportunity policy and take an active role in promoting equality and diversity.
- Undertake such other duties as reasonably correspond to the general character of the post and commensurate with its level of responsibility.
- To be responsible for the supply and administration of resources offered to students for sale by the school.
- Maintain and control stocks of supplies and stationery for the associate staff and display resource for whole school purposes.
- To act as Fire Marshall if required.

June 2026



Person Specification

EDUCATION, QUALIFICATIONS AND TRAINING

	Essential	Desirable	How Identified
Evidence of training and/or qualifications which reflect appropriate skills e.g. NVQ Level 3 or equivalent	Yes		Application
Good Literacy and numeracy – GCSE Maths and English Grade C or above	Yes		Application

EXPERIENCE

	Essential	Desirable	How Identified
Experience of undertaking administration to a high level of accuracy with excellent spelling, punctuation and grammar	Yes		Application Reference Interview
Experience of working in a busy environment	Yes		Application Reference Interview
Experience of working in a school or similar educational environment		Yes	Application Reference Interview

KNOWLEDGE, SKILLS AND ABILITIES

	Essential	Desirable	How Identified
Knowledge of Email and Office applications, e.g. Word, Excel, PowerPoint	Yes		Application Interview
Knowledge of desktop publishing packages e.g. Photoshop, Illustrator, In-Design		Yes	Application Interview
Able to work within agreed parameters and understand and follow instructions; the ability to consider others point of view and accept compromise solutions	Yes		Reference Interview
Excellent communication & interpersonal skills and ability to communicate effectively with colleagues, students, parents/carers, suppliers and contractors	Yes		Reference Interview
Able to work effectively within a team	Yes		Application Reference Interview
First Aid certificate or a willingness to gain one		Yes	Application Interview
Ability to cope with periods of pressure, work flexibly and proactively address issues	Yes		Application Reference Interview
Able to quickly establish positive working relationships with a wide range of people from within and outside the school	Yes		Application Reference Interview
Able to maintain complete confidentiality and discretion at all times, combined with a calm personality and sound judgment	Yes		Reference Interview

Effective work presentation skills and a high degree of accuracy	Yes		Application Interview
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OTHER REQUIREMENTS

	Essential	Desirable	How Identified
Initiative and ability to prioritise work	Yes		Reference Interview
Able to work flexibly to meet deadlines and unplanned situations	Yes		Reference Interview
Enthusiasm, energy and commitment	Yes		Reference Interview
A commitment to safeguarding & promoting the welfare of children and young people	Yes		Reference Interview
A commitment to the school's ethos, aims and its whole community	Yes		Reference Interview
A willingness to undertake additional training, keep up-to-date with developments and changes in good practice	Yes		Application Interview
Awareness and adherence to relevant health & safety regulations and a commitment to equality of opportunity	Yes		Application Reference Interview
Evidence of excellent attendance and punctuality record	Yes		Interview Reference
DBS Checked	Yes		Application

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