



Job Description:	School Receptionist
Contract type:	Permanent
Salary:	Scale 4 point 7 – 11 _ London Weighting Allowance
Hours:	36 Hours per week Term Time Only + 5 INSET days + 10 holiday working days across the year
Post-holder:	Vacancy
Location:	Crownhill Road, Willesden, London NW10 4EP
Date:	July 2026

Mission

'In faith, one family'

Overall Responsibilities:

The receptionist is the first point of call for visitors to the school, parents, staff and children. As the first person to greet people, the receptionist should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to manage different tasks, work under pressure, maintain calm, and have a cheerful attitude towards work. The receptionist must be a positive advocate for the school at all times. The receptionist is also required to undertake various administrative tasks.

Duties and responsibilities:

Reception

- To be the first point of contact for visitors to the school, extending a warm welcome to callers – including parents, visitors, contractors and delivery staff.
- To deal effectively with telephone calls, transferring callers to relevant staff and taking and passing on messages as required.
- To follow safeguarding procedures by issuing passes and lanyards to visitors, ensuring that visitors are signed into the school and checking DBS information for visitors.
- Communicating with parents regarding all aspects of school life, receiving and passing on information between parents and teachers in a timely manner with minimum disruption to lessons.
- To ensure that the reception area remains tidy and that literature and forms are updated and replenished as necessary.

- To receive and sign for packages and deliveries
- To record and post all outgoing mail.
- Set up signing in groups for any meetings and events that the school is hosting in the Inventory System

General administration duties

- Maintaining and updating school information where required.
- Assist with the delivery of stationery, materials and resources to classes and ensure that stock levels are maintained.
- Assist with arrangements for visits by school nurse, photographer, etc.
- Be the lead administrator for trips and educational visits working with the Educational Visits Coordinator
- Assist with parent and visitor queries
- Produce lists/information/data as required e.g. pupils' data; the school internal telephone list
- Undertake routine administrative procedures.
- Produce letters for the inclusion team relating to detentions, inclusions and suspensions and exclusions
- Complete the weekly return on suspensions and exclusions for the Trust and Local Authority
- Collate the weekly detention lists for Head of Year detention and Headmistress' detentions and share with relevant staff and SLT
- Ensure staff internal post is distributed to pigeonholes
- Keep staff pigeonholes up to date with leavers and joiners
- Any other duties as required by the Headmistress or other member of the Senior Leadership Team.

General

- Be aware of and comply with all trust and school policies and procedures particularly relating to safeguarding and child protection, equal opportunities, health and safety and security, confidentiality and data protection; reporting all concerns to an appropriate person
- Carry out all duties with regard to the school's policies and codes of conduct
- Participate in training and other learning activities as required and to participate in appraisal and professional development
- Set high expectations of conduct, whilst acting as a good role model for others
- It is desirable for the receptionist to be trained in first aid or willing to undertake first aid certificate in order to assist with the rota of first aiders in the welfare room where required

All staff are expected to be positive spokespeople for the school and to role model the professional behaviours and attitudes we expect to see in the students. All staff might be required to carry out any reasonable duty or request made by the Headmistress or Deputy Headteacher that is not covered in this job description.