

School Receptionist

Job Title:	School Receptionist		
Salary:	GR2	Hours:	36.5
Contract Type:	Term Time Only (TTO) Fixed Term until 31.08.2027		
Reporting to:	Senior Business Administrator		

Main Purpose:

To be responsible for the school's reception service and to provide a range of administrative support services, as a member of the school administration team in order for the school office to function.

Duties and responsibilities

1. Reception and Communication

- Providing reception and switchboard support to the school.
- Welcoming visitors to the school and following the school's Child Protection procedures for all visitors.
- Receiving, signing in and dealing with or directing pupils, parents and other school visitors as appropriate.
- Taking telephone calls, responding to enquiries and delivering messages as appropriate.

2. Administrative Support

- Providing clerical support to the school's administrative function.
- Routine word processing, filing, reprographic duties and associated tasks as and when required.
- Administering after school clubs.

3. Attendance and Mail Management

- Ensuring that attendance registers are collated using Arbor each morning and afternoon, for use by teaching staff.
- Receiving and sorting incoming mail for delivery to appropriate staff.
- Recording, stamping and posting outgoing mail.

4. Systems, Databases and General Responsibilities

- Using Arbor on a daily basis for school administration.
- Using all other school database facilities in order to carry out various tasks.
- Cash handling duties and finance administration.
- To be flexible, highly organised and work to deadlines in a calm and confident manner when under pressure.

5. Confidentiality and Data Protection

- Ensuring confidentiality of the school's activities is maintained in order to protect the integrity of the organisation and its stakeholders.
- Understanding Data Protection and Confidentiality and complying with the relevant electronic communication, safety and confidentiality updates.

- Any other duties as commensurate within the grade in order to ensure the smooth running of the school.

Employee responsibilities

- Be committed to the safeguarding and promotion of the welfare of children and young people.
- Comply with the policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, equal opportunities, reporting all concerns to an appropriate person.
- Take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the school working environment. Ensure all tasks are carried out with regard to Health and Safety.
- Adhere to the overall ethos, work and aims of the school. Promote the agreed vision and aims of the school. Set an example of personal integrity and professionalism.
- Establish constructive relationships and communication with all staff and other agencies/professionals. Recognise own strengths and areas of expertise and use these to advise and support others.
- Participate in training and other learning activities and performance development as required. Act at all times in a manner appropriate to the seniority of the post.

Supervision received

- Works under the direction of the Headteacher.
- Regularly supervised with work checked by the Headteacher. Expected to plan own work to meet defined deadlines and objectives.

Notes:

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that this postholder will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher.

This job description may be amended at any time in consultation with the postholder.

Signed: _____

Name: _____

Date: _____

Person Specification

Essential	Desirable	Where tested: A – application I – interview T – test or activities C – certificate
Qualifications		
An intermediate or above qualification in word processing/typing skills. GCSE English and Maths (grades A*–C) or equivalent.	Evidence of continued professional development relevant to school administration.	A / C
Experience in a general administration environment, including typing experience.	Experience of using database applications (e.g. Arbor).	A
Experience		
Experience of Microsoft Office applications, particularly Word and Excel.	Experience of reception work in a school or similar environment.	A / I
Experience of working with the public in a customer-facing role.	Experience of school administration systems and procedures.	A / I
Ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016.	Knowledge of standard office procedures and equipment.	A / I
Experience of maintaining confidentiality and working with sensitive information.	Experience of supporting colleagues across a busy office environment.	A / I
Knowledge & Skills		
Able to communicate effectively and accurately both verbally and in writing, including by telephone and face to face.	Ability to write clear letters and reports and complete work to the required standards of accuracy and presentation.	A / I
Ability to develop and maintain effective working relationships with a wide range of people.	Ability to use own initiative and work independently to a high standard.	A / I
Ability to work on own initiative with minimum supervision.	Able to follow set procedures and work flexibly and methodically.	A / I
Good IT skills, including proficiency in Microsoft Office and experience of database systems.		I

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Ability to work under pressure and prioritise effectively to meet deadlines.		A / I / T
Commitment to maintaining confidentiality at all times.		A / I
Deals with difficult situations effectively and embraces change well.		I
Commitment to safeguarding and the welfare and equality of pupils.		A / I / T
Personal qualities		
Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils.		A / I
Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school.	Willingness to embrace change and new ways of working.	I
Positive, flexible and self-motivated with commitment to supporting colleagues and the wider school community.		I
Positive, flexible and self-motivated with a commitment to supporting colleagues and the wider school community.	DBS Clearance required.	I
Commitment to maintaining the highest standards of confidentiality and personal conduct at all times.		I