

Job Description

School Receptionist

POST TITLE	School Receptionist
SALARY	Salary scale 2, points 3-4 FTE £24,796- £25,185 Pro rata Full time £23,710-£24,082 Morning shift £14,369-£14,595 Afternoon shift £13,651-£13,865
HOURS OF WORK	Term time, plus staff training days. Reception is staffed from 7.30am to 4.15pm, Monday to Friday. We are happy to consider applications from candidates interested in covering the full working day or from those seeking a part-time/job-share arrangement. For a job-share arrangement, we anticipate the hours being: • Morning: 7.30am–12.30pm • Afternoon: 11.30am–4.15pm The overlap between the two roles provides additional Reception capacity during the busy lunchtime period and allows for an effective handover. We welcome applications for either shift or the full role. Some flexibility may be possible, and working arrangements can be discussed with suitable candidates.
PURPOSE OF THE JOB	To provide administrative support to the admin team, provide a friendly, efficient & professional welcome to students, parents & visitors & to provide efficient & effective administrative support to staff, pupils & parents.
RESPONSIBLE TO	Office Manager

TRAINING	Sir Thomas Fremantle School recognises and values continued professional development. Therefore, training opportunities will be made available as appropriate or necessary.
DUTIES & RESPONSIBILITIES As the first point of contact for students, parents/carers, visitors and other members of the school community, the Receptionist will provide a warm, friendly and professional welcome, reflecting the ethos and values of the school at all times. Attendance • Assist with information relating to student attendance and punctuality, including absence notifications from parents/carers received by telephone, voicemail and email, to support the accurate completion of the daily fire register. • Manage students and staff signing in and out of school outside normal arrival and departure times, ensuring records are accurate and appropriate procedures are followed. Reception & Customer Service • Respond to enquiries by telephone, email and in person in a friendly, professional and efficient manner, using initiative where appropriate and referring queries to the relevant member of staff. • Provide accurate information about school activities, events, fixtures and other school matters as appropriate. • Take clear and accurate messages and ensure these are passed promptly to the appropriate member of staff. • Meet, greet, sign in and sign out visitors in a welcoming and efficient manner, whilst ensuring compliance with the school's safeguarding, security and visitor procedures. • Check and record appropriate identification and safeguarding information for visitors, including DBS clearance where required by the school's procedures. • Ensure Reception is appropriately staffed at all times, liaising with other members of the support team to arrange cover when necessary. • Maintain a tidy, organised and welcoming Reception area that presents a positive first impression of the school. General Office & Administrative Duties • Provide general administrative support, including filing, scanning, photocopying and laminating, as directed by the Office Manager. • Receive, sort and distribute incoming mail and prepare outgoing mail as required. • Maintain staffroom pigeon holes, ensuring these are updated promptly for new starters and leavers.	

- Receive and sign for deliveries, ensuring items are passed promptly to the appropriate recipient.
- Follow the school's specific procedures for the receipt of examination materials, ensuring deliveries are accurately recorded, kept secure and immediately passed to the Examinations Officer.
- Assist with the organisation and administration of school activities and events, including school photographs, sporting events and educational visits, as directed by the Office Manager.
- Maintain and update the visitor section of the Single Central Record (SCR), ensuring information is accurate and complete.
- Assist with the allocation, administration and management of student lockers.
- Provide administrative support to the wider school office team during busy periods and as operational needs require.
- Manage the school laptop lending system and returns for repairs

OTHER DUTIES & RESPONSIBILITIES

- Undertake all duties with appropriate discretion and maintain confidentiality at all times.
- Be aware of and comply with school policies and procedures relating to safeguarding and child protection, health and safety, security, confidentiality and data protection.
- Report safeguarding, health and safety, security or other concerns promptly to the appropriate member of staff.
- Maintain appropriate professional boundaries and conduct when dealing with students, parents/carers, colleagues and visitors.
- Contribute to the promotion of the school's ethos, values and positive reputation.
- Work collaboratively with colleagues and provide support across the administrative team as reasonably required.
- Undertake appropriate training and professional development relevant to the role.
- Refer matters to the Office Manager where appropriate.
- Carry out any other duties that are reasonably commensurate with the nature and level of responsibility of the post, as directed by the Office Manager.

Criteria	Essential	Desirable	Assessment method
Qualifications	4 GCSEs or equivalent, to include Maths and English	Administration Qualification First Aid qualification	Evidence from application form and interview
Skills	Excellent communication skills, both verbal and written, to parents, pupils and staff Ability to deal with difficult situations and effective complaint handling skills Effective workload management and organisational skills Ability to work as part of a team, as well as working autonomously A sound knowledge of all Microsoft Office applications, including Word, Excel and Outlook A positive and welcoming persona to all visitors	First Aid experience A sound knowledge of safeguarding procedures and school security	Evidence from application form and interview
Experience	Minimum of 3 year's practical experience of working in an office environment Accurate record keeping Experience of working with different stakeholders	School MIS experience Experience of working within a school office	Evidence from application form and interview
Other requirements	Good timekeeping Pro-active, can-do attitude Ability to be flexible and a willingness to support colleagues		Evidence from application form and interview