

Longdean School

Receptionist

Job Description

Hours / Week:	Full time, 8.00am to 4pm (3.30pm on Friday) Term time + Inset.
Responsible to:	Office Manager
Salary:	H4

Job Purpose

To provide a professional, efficient and welcoming front-of-house service for the school. The Receptionist is the first point of contact for visitors, parents, students and staff and plays a vital role in shaping the school's reputation and culture.

The postholder will model calmness, positivity and professionalism always, ensuring every visitor feels valued and respected. They will take pride in maintaining an organised, welcoming reception area and uphold high standards in all aspects of the role.

The Receptionist will take ownership of the reception area, demonstrate initiative, and ensure administrative processes are completed accurately and efficiently. They will act as a positive role model within the school community and contribute to a safe, respectful and purposeful environment.

Key Areas of Responsibility

Front-of-House & Visitor Experience

- Act as the first point of contact for all visitors, ensuring a warm, professional and efficient welcome.
- Manage visitor sign-in procedures, safeguarding checks and badge systems in line with school policy.
- Maintain a calm and orderly reception environment, even during busy periods.
- Ensure the reception area is tidy, organised and reflects the school's high standards at all times.

- Handle telephone and email enquiries promptly, courteously and accurately.

Administrative & Organisational Duties

- Manage incoming and outgoing post and deliveries.
- Maintain accurate visitor logs and student sign-in/out records.
- Support attendance processes, including recording late arrivals and early collections.
- Provide administrative support to senior leaders and pastoral teams as required.
- Ensure all tasks are completed thoroughly and on time, demonstrating strong attention to detail as a completer–finisher.

Professional Conduct & Leadership of the Area

- Model respectful, calm and professional behaviour in all interactions with students, staff and visitors.
- Take ownership of the reception area, identifying improvements and implementing solutions proactively.
- Maintain confidentiality at all times.
- Uphold safeguarding procedures and respond appropriately to any concerns.
- Demonstrate initiative in resolving issues independently while knowing when to escalate concerns.
- Contribute positively to the wider life and ethos of the school.

Knowledge, Experience and Training

Essential

- Experience working in a front-facing customer service or administrative role.
- Excellent communication and interpersonal skills.
- Ability to remain calm, professional and solution-focused under pressure.
- Strong organisational skills with high attention to detail.
- Competence in IT systems
- Understanding of confidentiality and professional boundaries.
- Commitment to safeguarding and promoting the welfare of children.
- Be a team player.

Desirable

- Experience working in a school or educational setting.
- Knowledge of school safeguarding procedures.



Whilst every effort has been made to explain the accountabilities and responsibilities for this post, each individual task may not be identified.

This job description is current, but following consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the post which are commensurate with the salary and job title.