

JOB DESCRIPTION

JOB TITLE	Lead Receptionist / Receptionist
DEPARTMENT	School Office
SECTION	Whole School
LINE MANAGER	Director of Operations and Compliance

SAFEGUARDING

Forest School is committed to safeguarding and promoting the welfare of children.

Safeguarding checks will be undertaken on all successful candidates in accordance with School policy. The safeguarding responsibilities of the post can be found in this job description and person specification.

NB The post is exempt from the Rehabilitation of Offenders Act 1974.

The postholder will be required to;

- Complete an Enhanced Disclosure and Barring Check (DBS).
- Complete Child Protection Training.
- Promote and safeguard the welfare of all children and young persons they are responsible for, or with whom they come into contact.

JOB SUMMARY:

As the Lead Receptionist, you are the face of Forest School. You will lead the Front of House (FOH) team to provide a warm, professional, and seamless experience for all members of the school community—including current and prospective parents, pupils, and visitors.

Under the direction of the Director of Operations, you will oversee the daily logistics of the reception area, ensuring that administrative processes are robust, safeguarding protocols are strictly met, and the school's reputation for excellence is upheld at every touchpoint.

KEY RESPONSIBILITIES:

Leadership & Team Management

- **Team Direction:** Line manage the reception staff, including performance management, training, and professional development.
- **Rota Management:** Coordinate staff rotas to ensure the desk is always adequately covered during core hours and for special school events.
- **Standards of Excellence:** Set and maintain high standards for appearance, communication, and hospitality within the reception area.

2. Front of House Operations

- **Visitor Experience:** Ensure a world-class welcome for all visitors, directing them to the appropriate departments and managing the "first impression" of the school's physical environment.

- **Switchboard Management:** Oversee the school's main telephone line, ensuring calls are handled with efficiency, warmth, and discretion. Create and manage the publication and directional contact numbers and emails for the relevant parts of the school.
- **Admissions Support:** Work closely with the Admissions team to ensure prospective parents receive an exceptional experience during tours, events and Open Days.
- **Enquiry Management:** Act as the final point of escalation for complex or sensitive enquiries from parents, carers or members of the public.

3. Safeguarding & Compliance

- **Access Control:** Oversee the visitor and contractor management system, ensuring all guests are signed in, issued ID badges, and have their credentials (DBS where applicable) verified.
- **Emergency Response:** Act as a key coordinator during fire drills or lockdowns, ensuring visitor logs are accurate and relayed to emergency leads.
- **Policy Adherence:** Ensure the reception team operates in strict accordance with the school's Site security, Visitor and Safeguarding and Child Protection policies.

4. Administrative Excellence

- **MIS Management:** Utilise the school's Management Information System (e.g., iSAMS) to manage pupil data, attendance, and contact information.
- **Process Improvement:** Regularly review and refine Front of House procedures to improve efficiency and the parent/visitor experience.
- **Executive Liaison:** Provide ad-hoc administrative support to the Director of Operations and the Senior Management Team.

GENERIC DUTIES AND RESPONSIBILITIES

Below sets out the generic main duties and responsibilities of any non-teaching staff member at Forest School. Those holding positions of responsibility have specific job descriptions in addition to the duties described below. Above all, Forest School staff are professionals who carry out their duties responsibly and with regard for the best interests of the pupils and the school.

Pastoral Responsibilities

Every staff member at Forest has collective responsibility for our pastoral processes and policies. Forest staff contribute to the development of the whole child and demonstrate consistent competence, build outstanding relationships alongside the highest expectations.

Our pastoral foundations are as follows:

- Ensure every pupil is known, liked and valued.
- Ensure every pupil feels safe and secure.
- Ensure earliest intervention and a responsibility for personal development.
- Ensure you are incorporating pupil voice into daily decision-making.
- Ensure you have proactive communication with all stakeholders.

Safeguarding

Safeguarding and promoting the welfare of children is everyone's responsibility. Everyone who comes into contact with children and their families has a role to play. In order to fulfil this responsibility effectively, all practitioners should make sure their approach is child centred. This means that they should consider, at all times, what is in the best interests of the child.

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No single practitioner can have a full picture of a child's needs and circumstances. If children and families are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

- Ensure that all key policies have been read and understood, including KCSIE Part 1
- Attend Safeguarding and Child Protection training, including updates and Prevent
- Complete an annual declaration regarding the status of DBS

Health and Safety

- Be familiar with and implement all School Policies and Procedures.

Other Professional Duties

- Support and foster the aims of the school.
- Make themselves familiar with the contents of the Staff Handbook, the Staff Code of Conduct, the School's aims and policies and endeavour to follow these closely.
- Notify the Line Manager and the Absence Managers as early as possible if they are going to be absent from School.
- Attend relevant training each year, after obtaining the consent of their Head of Department and the CPD Budget holder.
- Take part in the school's performance management scheme and appraisal.

This generic description should be read alongside the Staff Code of Conduct.

FOREST SCHOOL'S POLICY AND PROCEDURE

The postholder is required to actively follow and abide by all Forest policies and procedures including Equal Opportunities, Staff Code of Conduct, [Safer Recruitment and Child Protection](#), and will maintain an awareness and observation of Fire and Health & Safety Regulations

If during the course of time the duties and responsibilities should change, the job description will be reviewed and amended in consultation with the postholder.

The postholder will carry out any other duties as are within the scope, spirit and purpose of this job description as requested the line manager or Head of Department/Section.

TERMS OF EMPLOYMENT

Category	Details
Contract Type	Full-time, permanent working on a shift rota
Working Hours	<p>Term time hours: Monday – Friday, 07:00 – 15:00 or 10:00 – 18:00 (alternating weeks)</p> <p>School holidays: Monday – Friday, half of all Forest School holidays (by arrangement with line manager), 08:00 – 15:30</p>
Additional Details	In addition, and as part of you contracted hours, you will be required to attend Open Day, Information and Welcome Mornings, Entrance Examinations and Commemoration Day (all Saturdays) as well as some evening events. School Office staff will also be required to be in attendance on the day before, and the day of, the

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	<p>A level and GCSE results as well as the last week of the summer holidays. Please note that time off in lieu and additional payment will not be made for these days.</p>
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- Requirements to work occasional weekends and evenings for school events.
- The post holder will be expected to attend Open Morning and all staff InSET and Admissions days.
- Support staff are enrolled into a defined contribution scheme.
- Staff are required to make a minimum contribution into the scheme,
- amounting to 5%. The school will make a graduated employer contribution,
- based on length of service.
- Free lunches during term time and when working during the school holidays. Refreshments available in the Common Room throughout the day.
- Discounted membership of the Sylvestrian Leisure Centre.
- Assistance obtaining a parking permit.
- Employer death in service benefit
- Support with extensive CPD opportunities