



Receptionist

Job Description

Purpose of the job

Undertake a range of general reception, clerical and administrative duties in support of the school. You will collaborate with the other members of the administration team to provide excellent customer service to children, parents/carers, staff, visitors and the wider community. This is a trainee role and the school will support you to develop your knowledge and skills in administration through training and ongoing support.

Reporting to

People Culture and Operations Manager

Pay Scale

L1

Main responsibilities

- Welcome visitors to the school and communicate in a friendly, efficient manner with all children, parents /carers, staff, visitors, outside agencies and the wider community, including answering general telephone and face-to-face enquiries.
- Ensure all visitors to the school are registered appropriately and briefed on safeguarding practices.
- Ensure all front-line enquiries from staff, parents and visitors are dealt with promptly and professionally and ensure any messages are relayed to the appropriate staff member accurately.
- Act as a first point of contact with parents and carers regarding ParentPay, Breakfast Club and Extra Curricular Clubs.
- Provide support for pupil admissions and attendance.
- Maintain and improve efficient administrative systems and processes to support the effective running of the school.
- Provide general administration support, for example preparing letters, photocopying, filing, scanning documents.
- Maintain manual and computerised records and management information systems, producing accurate lists or data as required.
- Provide effective internal and external school communication, including between school and parents.

- Assist with pupil welfare and liaise with parents where necessary.
- Every year, register and maintain children on Cool Milk.
- Every year register and manage the infant fruit deliveries on arrival.
- Book and manage the school photography sessions.
- Assist with sales of second-hand uniform by sorting donations and delivering purchases.
- Manage lost property, ensuring this is returned where labels permit.
- Ensure the front office is kept neat and tidy at all times.
- Ensure the wellbeing of all children and provide first aid when required (training will be provided and up to date first aid qualification must be maintained).
- Administer medicines to pupils in line with school policy if required.
- Maintain records for pupils with required medication ie, Epipens, asthma pumps and prescribed medication to ensure that medication for named pupils is in date and in school at the beginning of the academic year.
- Complete accident forms where necessary and escalate any issues as required.
- Ensure First Aid cabinets are restocked on a monthly basis.

Safeguarding responsibilities

- Promote and safeguard the welfare of all children and young people within the Trust.
- Uphold public trust and maintain high standards of ethics and behaviour, within and outside school by:
 - treating students with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to the school environment;
 - promoting and safeguarding students' wellbeing;
 - showing tolerance of and respect for the rights of others and promoting a culture of inclusion.

General responsibilities

- Have a proper and professional regard for the ethos, policies and practice of the Academy and Trust.
- Have an understanding of, and always act within, the relevant professional standards and statutory frameworks. This includes those relating to Health & Safety, security, confidentiality and data protection.

Please note that this is illustrative of the general nature and level of responsibility of the role and not a comprehensive list of all tasks. The postholder may undertake other duties appropriate to the role. This job description may be subject to amendment at any time after consultation with the postholder.

Person Specification

Qualifications and Training	Essential	Desirable
GCSE (or equivalent) in Maths and English at Grade C/4	✓	
Paediatric First Aid training (or willingness to undertake)		✓
Child protection / safeguarding training		✓

Relevant Experience and Knowledge	Essential	Desirable
Good IT skills, including Microsoft Office (Word, Excel, Outlook)	✓	
Previous experience in an administrative or receptionist role		✓
Experience of working in a busy office environment		✓
Experience working in a school or educational setting		✓
Experience of dealing with the public in a customer-facing role		✓
Understanding of confidentiality and data protection requirements		✓

Personal Qualities and Attributes	Essential	Desirable
Friendly, approachable manner, with the ability to liaise confidently and professionally with a wide range of people	✓	
Excellent written communication skills, with the ability to write communication suitable for parents and other key external contacts	✓	
Calm and resilient, with an ability to work under pressure	✓	
Flexible and willing to support colleagues as part of a team	✓	
Proactive and able to use initiative	✓	
Enthusiastic and positive attitude towards supporting pupils, families and colleagues	✓	
Committed to the ethos, values and safeguarding responsibilities of the school and Trust	✓	

Last review date: February 2026