

Dereham Neatherd High School
Job Description



Name:	
Job Title:	Receptionist / School Support Assistant
Salary range / job grade:	SCP 5-6
Responsible to:	Headteachers PA
Responsible for:	Reception and General Administrative Support
Effective Date:	September 2026

Role and Context

Duties and Responsibilities:	<p>As the Receptionist / School Support Assistant, you will work with the Headteachers PA and School Support Team utilising a range of reception and administrative skills.</p> <ul style="list-style-type: none"> • To undertake receptionist, switchboard and messenger duties within the school. To receive and reply promptly to any telephone and other messages and deal appropriately with routine enquiries with the key focus of safeguarding. • To ensure that visitors and callers to the school are courteously and correctly received, with the key focus of safeguarding, and provide hospitality as required. • Opening and distributing incoming mail to departments and offices within the school. • Dealing with enquiries received to 'office@', the school email address, and ensuring all email correspondence is up to date and logged appropriately. • Ensuring that refreshment supplies are readily available in the staff room. • Dealing with requests received to the 'adminsupport@' school internal email address. • Secretarial duties (sometimes confidential) – producing letters, mail merge through Excel and the MIS, proof reading, production of information packs/brochures and electronic communications. • Completion and distribution of event booking forms (site, canteen and IT). • Diary management and meetings. • Arranging appointments for the Senior Leadership team as required and adding to their calendars. • Assisting with school events and functions – produce invitations; help set up events including signage and display materials; produce certificates. • Assisting with keeping the school calendar up to date, printing copies and displaying these around the school. • Sorting, collating and distributing student responses. • Assisting with the design and layout of school publications, including taking photographs of school activities/events as required. • Supporting recruitment when required including undertaking Disclosure and Barring Service checks. • Supporting the arrangements for student and staff photographs.
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	<ul style="list-style-type: none"> • Assisting with the ordering of stationery for the Admin team as required, including maintaining stock levels. • Assisting in the administration of Primary liaison, including the organization of staff visits and producing literature. • Creation and development of new spreadsheets and databases as required.
General:	<ul style="list-style-type: none"> • To be a trained first aider and fire marshal • To maintain Staff and Pupil confidentiality • To undertake training as appropriate • To participate in the performance management programme • To contribute to the positive and smooth running of the department • To undertake other responsibilities within the overall purpose and scope of the post
Relationships:	<p>Working closely with:</p> <ul style="list-style-type: none"> • All teaching and non-teaching staff • Pupils • Parents.
Safeguarding:	<p>Dereham Neatherd High Schools is committed to safeguarding and promoting the interests of children and young people.</p> <p>The post holder is expected to have due regard for safeguarding and promoting the interests of children and young people and to follow Local Authority safeguarding and child protection procedures.</p>
General Information:	
<ul style="list-style-type: none"> • The job specification details the main outcomes required and should only be updated to reflect major changes that impact on the outcomes for the job. • All work performed/duties undertaken must be carried out in accordance with relevant school policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve. • Post holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management. 	
Review:	
<p>This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post-holder. It is not a comprehensive statement of procedures and tasks but sets out the mean expectations of the school in relation to the post-holder's professional responsibilities and duties.</p> <p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.</p>	

Signature:

Date: