



RIVERSIDE BRIDGE SCHOOL
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School: Riverside Bridge School
Location: IG11 OHZ
Email: recruitment@riversidebridge.com

Position: Receptionist
Salary: Scale 4.7
Contract: Term-time
Hours: 8:00am to 4:00pm
Location: Specialist SEND School (EYFS to Post-16)
Responsible to: Senior Deputy Headteacher

Main purpose of the role

The Receptionist will provide a professional, welcoming and efficient front-of-house service for Riverside Bridge School.

The postholder will act as the first point of contact for pupils, families, visitors, staff and external professionals, ensuring the reception area operates safely, calmly and effectively within a large specialist SEND environment.

The role will support the smooth day-to-day operation of the school through effective communication, visitor management, safeguarding procedures, administrative support and the co-ordination of office and stationery supplies.

The Receptionist will work closely with the wider operational team including the workforce co-ordinator, the operations and administration officer, the finance support officer, the safeguarding team and the Senior Leadership Team to support the efficient running of the school.

The successful candidate must be calm, professional, highly organised and able to respond effectively to the changing operational demands of a busy specialist school environment.

Context of the school

Riverside Bridge School supports pupils from EYFS to Post-16 with a wide range of complex needs, including:

- Autism Spectrum Condition (ASC),
- Severe, profound and complex learning difficulties,



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- Non-verbal or minimally verbal communication profiles,
- Sensory processing differences,
- Physical and medical needs,
- Social, emotional and behavioural regulation needs.

Many pupils use alternative and augmentative communication (AAC), visual systems and total communication approaches to support understanding and expression.

The Receptionist works within a highly specialist SEND environment and will have regular daily contact with pupils, families, staff, visitors and external professionals.

The school environment can at times be fast-paced, emotionally demanding and operationally complex. The successful candidate must therefore maintain a calm, professional and supportive approach whilst managing multiple operational priorities.

Strong communication skills, emotional resilience, attention to detail and the ability to remain calm under pressure are essential.

Key responsibilities

I. Reception and front-of-house operations

- Act as the first point of contact for all visitors, families, staff and external professionals.
- Provide a professional, welcoming and supportive reception service.
- Manage school email inbox.
- Answer and direct telephone calls, emails and enquiries promptly and professionally.
- Receive visitors and ensure safeguarding and visitor procedures are followed at all times.
- Ensure all visitors, contractors and external professionals are signed in and out using the school's Inventory system.
- Issue visitor identification badges and safeguarding information as required.
- Liaise with staff regarding visitor arrivals and appointments.
- Maintain professional standards within reception and waiting areas.
- Support communication between families, staff and external agencies where required.
- Respond calmly and professionally to challenging or sensitive situations involving pupils, families or visitors.



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2. Safeguarding, visitor and compliance procedures

- Support safeguarding and visitor compliance procedures across the school.
- Check and record visitor identification, DBS information and safeguarding documentation where required.
- Liaise with safeguarding staff regarding visitor, agency and contractor compliance processes.
- Ensure safeguarding procedures relating to visitors and external professionals are followed consistently.
- Support emergency evacuation procedures through accurate visitor and staff reporting.
- Maintain confidentiality and secure handling of safeguarding, pupil and family information at all times.
- Support operational safeguarding procedures linked to pupil collection, appointments and visitors on site.
- Upload and maintain records of relevant communication and incidents on agreed school systems where required.

3. Administrative and operational support

- Provide administrative support to the wider operational and leadership teams.
- Maintain organised and accurate filing systems, records and administrative documentation.
- Support communication with families through email, text systems, letters and school communication platforms.
- Assist with preparing correspondence, reports, documentation and operational records.
- Co-ordinate meeting room bookings and hospitality arrangements where required.
- Sort, distribute and manage incoming and outgoing post and deliveries.
- Accept and process deliveries in line with school procedures in liaison with the finance support officer.
- Liaise with staff regarding forgotten items, messages and operational communication.
- Assist with school events, open evenings, tours and transition activities.
- Support administrative processes during periods of operational pressure or staff absence.
- Carry out general administrative duties including scanning, photocopying, filing and data entry.



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- Support the maintenance of office supplies, stock and administrative resources.
- Co-ordinate the ordering, monitoring and organisation of school stationery and office supplies.
- Ensure stationery deliveries are checked, unpacked and stored appropriately on arrival.
- Maintain accurate stock levels of stationery and office consumables and identify when replenishment is required.
- Distribute stationery, resources and office supplies to staff and departments as required.
- Ensure storage areas for stationery and office resources remain organised, safe and well maintained.
- Liaise with suppliers and the Finance Team regarding stationery orders, deliveries or discrepancies where required.

4. Communication and operational co-ordination

- Work collaboratively with the wider operational team to support the efficient running of the school.
- Liaise effectively with the workforce co-ordinator, the operations and administration officer, the finance team and site team where required.
- Support communication between staff, families and external professionals.
- Ensure messages and communication are passed on accurately and promptly.
- Promote positive relationships with pupils, families and visitors.
- Contribute positively to the professional culture and operational effectiveness of the school.

Flexibility of working

- The postholder will be expected to work flexibly to meet the operational needs of the school.
- The role requires responsiveness and adaptability within a busy specialist school environment.
- Occasional support for school events or operational activities outside normal working hours may be required.

General duties

- Participate in training and professional development.
- Promote equality, inclusion and positive working relationships.
- Undertake any reasonable duties commensurate with the level of the post.



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- Maintain professional standards and conduct at all times.
- Support the wider aims and values of Riverside Bridge School.

Safeguarding

The Receptionist plays an important role in supporting the safe and effective operation of Riverside Bridge School.

Although the role is not classroom-based, the postholder will work daily within a specialist SEND environment and must maintain a safeguarding-focused approach at all times.

The postholder must:

- understand and follow all safeguarding, child protection and safer working practice policies;
- report concerns promptly in line with school procedures;
- maintain confidentiality regarding pupil, family and organisational information;
- demonstrate professionalism, emotional resilience and sound judgement within sensitive situations;
- contribute to a culture of safety, inclusion and respect across the school community.

The role involves regular contact with pupils, families and visitors and therefore requires high levels of vigilance, professionalism and safeguarding awareness.

All staff are expected to safeguard and promote the welfare of children and young people and maintain appropriate professional boundaries at all times.

Riverside Bridge School is committed to safeguarding and promoting the welfare of all pupils and expects all staff and volunteers to share this commitment. A criminal record check via the DBS will be undertaken for any successful candidate.

Person Specification

Essential qualifications and experience

- Experience working within administration, reception or customer-facing roles.
- Experience maintaining accurate administrative records and systems.
- Experience using Microsoft Office applications and digital systems.
- Strong organisational and communication skills.
- Ability to work accurately and respond effectively under pressure.

- Experience handling confidential and sensitive information appropriately.
- Desirable qualifications and experience
- Experience working within a school or education setting.
 - Experience within a SEND or specialist school environment.
 - Experience using Bromcom or school management systems.
 - Experience managing office supplies or stock control systems.
 - First-aid qualification or willingness to undertake training.

Essential skills and attributes

- Excellent communication and interpersonal skills.
- Calm, professional and approachable manner.
- Strong organisational skills and attention to detail.
- Ability to manage multiple priorities effectively.
- Ability to remain calm under pressure.
- High levels of professionalism, discretion and confidentiality.
- Flexible and proactive approach.
- Commitment to safeguarding and inclusion.
- Ability to work independently and as part of a team.

Points for applicants to consider

This is a highly specialised SEND environment supporting pupils with complex additional needs.

- Pupils may communicate distress, anxiety or dysregulation non-verbally through behaviour, sensory responses, withdrawal or changes in presentation.
- The reception area can at times be busy, emotionally demanding and operationally complex.
- The role involves regular interaction with pupils, families, visitors and external professionals throughout the school day.
- The postholder will regularly respond to sensitive situations involving safeguarding, medical needs and family communication.
- Strong communication skills, emotional resilience and professionalism are essential.
- The role requires calmness, organisation and the ability to manage multiple operational demands simultaneously.
- Applicants should understand that reception staff play a vital role in maintaining a safe, welcoming and well-organised environment for autistic pupils and pupils with complex needs.