



## ***Lead Receptionist and First Aid Officer***

***July 2026***

***36 hours per week, (08.15am - 4.30pm) term time only***

### ***Job Description***

**Responsible to:** Office Manager

#### **Reception Duties**

- Be available as the first point of contact on reception desk for parents, students, staff and members of the public, presenting a calm and professional demeanour that sets the tone for a first impression
- Overseeing the school office email. Making and receiving communications using the school communication systems. Redirecting all messages as appropriate and ensuring that all information received has been communicated as necessary
- Operating the electronic access gate entry system and ensure that all visitors have signed in, been given an appropriate visitors badge and signed out again at the end of their visit
- Assisting in maintaining school database system SIMS (school information management system) and other school systems i.e. CPOMS, Parents Evening system
- Ensuring students arriving throughout the day are provided with a phone pouch for their device
- Sorting and distributing post – both incoming and outgoing
- Ensuring that reception is covered at all times, working with other members of the Operations team as necessary
- Maintaining the reception and administrative areas and ensuring they are left secure at the end of the day
- Supporting occasional school events i.e. open evenings
- Ordering stock
- General Administration duties
- Any other reasonable duties

#### **First Aid Officer:**

- Update Individual Health Care Plans (IHCPs) and school log
- Be on call/provide first aid within the school site alongside the Operations team
- Phone parent/carer if a student is unwell and needs to be collected alongside the Operations team
- Ensure medical supplies are ordered for use at all times within the school budget
- Maintain school medical information and medication in line with school policy
- Liaise with school nurse and plan vaccinations
- Provide daily medication to students



- Update our management information systems
- Admin as required

### General

- Represent the school positively and professionally in all contact with the wider community
- A shared responsibility with all staff to ensure the health and safety of all members of the school
- Support equal opportunities for all members of the school, regardless of gender, ethnicity, religion, sexuality or disability
- Support and promote the ethos of outstanding inclusive comprehensive education
- Any other reasonable tasks or duties assigned by the Headteacher

This job description will be reviewed annually 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 main expectations of the School in relation to the post holder's professional responsibilities and duties. This job description is current at the date shown but, in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job, commensurate with the grade and job title.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_





## *Personal Specification*

<b>Qualifications and Experience</b>	<b>Essential or Desirable</b>	<b>Evidence Source</b>
Competency in the use of Microsoft Word, Excel, G Suite and Email	Essential	A
First aid qualification	Desirable	A
Familiarity with SIMS or other MIS	Desirable	A
Experience in an office environment	Essential	A
Previous experience of working in reception	Desirable	A
<b>Knowledge, skills and abilities</b>	<b>Essential or Desirable</b>	<b>Evidence Source</b>
Excellent communication skills including verbal, written, face-to-face and by telephone	Essential	I
The ability to deal tactfully and confidently with telephone callers and visitors	Essential	I
Self-motivation with the ability to work with minimal supervision as well as to work effectively within a team, using initiative	Essential	A, I
Accuracy in recording details	Essential	A, I
The ability to prioritise tasks, work to deadlines and keep Line Manager appraised	Essential	A
The ability to undertake a wide range of clerical, administrative and general duties in an organised and efficient manner	Desirable	A
<b>Personal Qualities</b>	<b>Essential or Desirable</b>	<b>Evidence Source</b>
Committed to the support of young people	Essential	A
Committed to the School's Equal Opportunities Policy	Essential	A
Willing to undertake appropriate professional development	Essential	A
Reliable and have a good attendance pattern	Essential	A, R
Patient, diplomatic and have a sense of humour when dealing with staff, students, Governors, parents, visitors and members of the community	Essential	A, I
Flexible, cooperative and supportive team player	Essential	A
Enthusiastic and confidence when working with a wide range of people	Essential	A
Willing to learn	Essential	A
Willing to complete First Aid training	Essential	A, I
Prepared to occasionally work outside contractual hours for the post for which payment to time off in lieu will be given	Desirable	I

\* Method of Assessment: A = Application Form; I = Interview; R = Reference

The Governing Body are committed to safeguarding and promoting the welfare of children and young persons and the Headteacher must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. The successful candidate will be required to undergo an Enhanced Disclosure from the DBS