

Job Description

This job description is current at the date shown but, in consultation with the postholder, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title.

Title of Post:	Receptionist and Administrative Assistant
Department:	Administration/Support
Remuneration:	Grade 3, Points 6-9 FTE: £25,614-£26,846 (pro rata: £22,466-£23,547)
Reporting to:	Human Resources Manager
Contracted Hours:	37 hours per week, 40 Weeks (38 weeks Term-time plus additional 10 days: 5 training days plus a further 5 days, some of which support A-Level and GCSE result days in August) Monday – Thursday 08:15-16:15; Friday 08:15-15:45 (Includes 30-minute unpaid lunch) The post-holder may not take holiday during term-time.

DESCRIPTION OF THE ROLE

To ensure the smooth and efficient running of the main School Reception including telephone duties, dealing with visitors and other associated duties, including administrative tasks.

MAIN RESPONSIBILITIES, TASKS AND DUTIES

The following aims and responsibilities are designed to give an indication of the role requirements and are not exhaustive.

Reception and visitor management

- Provide a friendly, professional and helpful front-of-house service to pupils, parents, staff, visitors and other members of the School community.
- Greet and welcome all visitors with courtesy, discretion and tact, recognising that Reception is often the first point of contact with the School.
- Verify visitors' identity where required, ensure that they follow the School's signing-in and signing-out procedures, issue the appropriate visitor identification or lanyard, and notify the relevant member of staff of their arrival.

- Follow the School's security and visitor procedures at all times, including procedures governing access to and entry into the School premises.
- Maintain the cleanliness, organisation and professional appearance of the Reception area, reporting any cleaning, maintenance or repair requirements to the appropriate team.
- Work with the line manager to maintain appropriate Reception cover during the School day, promptly reporting any gaps in cover.

Communication and enquiries

- Provide an effective communication service throughout the School, selecting the most appropriate method of communication and forwarding information to relevant colleagues as required.
- Monitor and respond to Reception emails, telephone calls and face-to-face enquiries efficiently, courteously and appropriately.
- Take and relay accurate messages, ensuring that urgent, confidential or safeguarding-related information is passed promptly to the appropriate person.
- Provide authorised staff with appropriate pupil information and respond to pupils' timetable, lost-property and other routine operational enquiries.
- Handle challenging or sensitive situations calmly, professionally and with due regard to safeguarding, confidentiality and data protection requirements.

Administrative support and record-keeping

- Maintain accurate, secure and up-to-date manual and electronic records using the School's management information and administrative systems, including SIMS and Microsoft Excel, or any successor systems.
- Develop and maintain a working knowledge of relevant School Office procedures and undertake administrative duties accurately, efficiently and within required timescales, ensuring that deadlines are met and contributing to the effective running of the School Office.
- Receive deliveries and ensure that items are stored securely or placed in the agreed location for distribution by the Site Team.
- Sort and distribute incoming post and manage outgoing post, couriers and parcel collections.
- Support the biometric registration of new pupils, ensuring that the appropriate consent, records and school procedures are in place before registration is completed.
- Maintain secure and accurate records relating to examination certificates and arrange their distribution or collection in accordance with the School's procedures.

Whole-school events and administrative cover

- Provide administrative and operational support for whole-school events and activities, including Open Evening, 11+ testing and other School functions, as reasonably required.
- Where reasonably required by the line manager, provide temporary cover for the duties of another member of the administrative team to support continuity and the

smooth running of the School. Any duties undertaken must be appropriate to the postholder's skills, training and level of responsibility.

Examinations and results

- Receive, record and dispatch public examination materials securely and in accordance with the School's examination procedures and relevant examination-board requirements.
- Support the Exams Manager and other relevant staff to maintain accurate records and the security of examination materials.
- Provide Reception and administrative support during the GCSE and A-level results period in August, as part of the postholder's designated training or additional working days.

Pupil welfare, safety and emergency procedures

- Provide appropriate initial support to pupils attending the Medical Room, including assessing the situation, contacting a trained first aider where required and following the School's agreed procedures. The postholder will be expected to undertake appropriate first-aid training to support them in carrying out this role safely and confidently.
- Contact parents, carers or other appropriate persons in relation to pupil illness or emergencies, following the School's agreed procedures.
- Assist with emergency evacuation and other emergency procedures, including maintaining responsibility for the visitor register and providing accurate visitor information to the nominated Fire Officer or emergency coordinator.
- Report any safeguarding, health and safety, security, confidentiality or data protection concerns promptly to the Designated Safeguarding Lead, line manager or other appropriate person.

Facilities liaison

- Liaise with caretaking, cleaning, maintenance and grounds staff regarding day-to-day matters affecting Reception and its immediate surroundings.
- Report and follow up appropriate cleaning, maintenance, repair or security issues through the School's agreed procedures.

General responsibilities

- Comply with all School policies and procedures, particularly those relating to safeguarding, child protection, health and safety, security, confidentiality and data protection.
- Contribute positively to the ethos, values, aims and wider work of the School.
- Act safely and responsibly at all times, taking reasonable care of the postholder's own health and safety and that of pupils, staff, visitors and others who may be affected by their actions.
- Participate in appropriate training, professional development, meetings and performance-management arrangements.

- Undertake other duties that are reasonably commensurate with the nature and level of the post, following discussion with the line manager.

Administration

- To assist in whole school events such as Open Evening, 11+ testing and any other function as appropriate.
- In liaison with the Line Manager, provide wider administrative support to colleagues as and when required.
- From time to time, and as deemed necessary by your line manager, take on the duties of another member of the admin team to ensure the smooth running of the School. A temporary member of staff from an outside agency may be used to cover some of your usual duties whilst you are seconded elsewhere.
- To gain knowledge of all school office procedures to carry out administrative duties in a timely and efficient manner ensuring deadlines are met within the school office in order to maintain the efficient running of the school

Continuing Professional Development:

- In conjunction with the line manager, take responsibility for personal professional development, keeping up to date with research and developments related to school/academy/place of work efficiency, which may lead to improvements in the day-to-day running of the School.
- Undertake any necessary and identified professional development taking full advantage of any relevant training and development available, particularly when related to the use of ICT, for data management and record keeping
- Maintain a professional portfolio of evidence to support the Appraisal process – evaluating and improving own practice

Child Protection and Safeguarding

- The post holder will have a shared responsibility for safeguarding all children and young people. The post holder also has an implicit duty to promote the welfare of all children and young people
- Inform the Safeguarding Officer of any issues relating to the safety and well-being of students

The post holder will undertake any other duties commensurate with the grade of the post, in consultation with the line manager and/or the Headteacher.

MANAGEMENT OF PEOPLE

None

SUPERVISION OF PEOPLE

Providing appropriate supervision and support to pupils attending Reception or the Medical Room, including in connection with illness or first aid.

CREATIVITY AND INNOVATION

Work within the policies and procedures governing the School. Some creativity and initiative are required, for example in identifying cost-effective methods and making the best possible use of resources.

CONTACTS AND RELATIONSHIPS

The Receptionist is the first point of contact for visitors to the School and for telephone callers. The post holder must ensure that the ethos and the atmosphere of the School are communicated at all times.

Daily contact with parents/carers, the Headteacher, staff, pupils and trustees, and regular contact with visitors and other external agencies.

DECISIONS**Discretion:**

The postholder is expected to exercise appropriate judgement and discretion when dealing with routine enquiries, visitors, confidential information and situations requiring escalation.

Consequences:

- Impact on school administrative processes, which is likely to be easily identified and remedied.
- Impact upon how the School is viewed by parents, students, visitors and outside agencies on quality and standing in the community.
- Unsuitable individuals gaining access through the front reception due to inadequate identity checks.

RESOURCES

General Office equipment needed to carry out tasks, such as a PC and audio equipment

WORK ENVIRONMENT**Work Demands**

Work is subject to many interruptions from reception\telephone duties, this is part of the role and does not cause any significant change to the overall tasks to be carried out.

Handle difficult situations and issues with sensitivity and calm ensuring you are always aware of the safeguarding of our pupils, data protection issues and the need for strict confidentiality at all times.

Physical Demands

General office work, may involve long periods of working at a computer.

Working Conditions

Work is carried out in a well-lit\ventilated office environment

Work Context

Contact with parents\carers, pupils, employees and callers on matters which are normally routine but can be contentious.

KNOWLEDGE AND SKILLS

The postholder must possess:

- The ability to work under pressure, including maintaining a positive attitude, in a demanding and busy environment
- Well organised and to become experienced in all aspects of administration and capable of working on your initiative
- Excellent communication skills
- Excellent interpersonal skills and telephone manner
- Flexible and supportive with the ability to work as a team member of the administrative team or under their own initiative
- Excellent time management skills
- Monitoring and prioritising work in an effective and efficient manner under constant pressure
- Sound ICT skills

- Relevant experience in a reception, administrative or customer-service role
- Able to take initiative and show maturity, tact and discretion bearing in mind the confidential or sensitive nature of the work undertaken.
- An enhanced DBS disclosure check (this will be carried out by the School).

GENERAL

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Equal Opportunities - The post holder is required to carry out the duties in accordance with Bourne Grammar School's Equality policy.

Health and Safety - The post holder is required to carry out the duties in accordance with the Bourne Grammar School's Health and Safety policies and procedures.

Safeguarding - All school staff have a responsibility to safeguard and promote the welfare of children and young people within the school.

This job description was evaluated in September 2026 against a recognised Job Evaluation Scheme.

Job Description written/updated by [Line Manager]:

Name: Signature: Date:

Job Description agreed by [Post holder]:

Name: Signature: Date:

Person Specification

	Essential	Desirable
Qualifications	• Minimum of 5 GCSEs at Grade 4/C or above including English and Maths • Willingness to undertake appropriate first-aid training provided by the School.	• NVQ Level 3 Administration qualification or willingness to train
Professional and Relevant Experience	• Experience in a 'front of house' reception situation or a customer service environment • Some experience in the use of a variety of IT systems such as Microsoft Office software including word processing and Outlook.	• Experience of using SIMS (School Information Management System) will be beneficial but not essential. • Secretarial or administration experience • Administrative experience within the field of education.
Skills and Knowledge	• Ability to relate to a wide range of individuals • Excellent telephone manner • Excellent interpersonal skills • Ability to work independently, demonstrating initiative • Able to concentrate in a busy Reception area • Ability to take control of situations and work on own initiative • Excellent written and oral communication skills • Excellent administrative and organisational skills • Able to deal with difficult or delicate situations professionally and confidently	
Personal qualities	• Reliable and punctual • Friendly disposition • Patient/calm approach • Helpful and professional manner • Calm under pressure • Good communicator • Team player • Commitment to equality and diversity • To promote and safeguard the welfare of children • Discreet	• Ability to create innovative solutions to solve problems

	• Flexible, highly organised and able to multi-task and prioritise work to meet deadlines • Able to take ownership of tasks and work with no supervision • Have exacting standards and a keen eye for detail • Keen to learn and further develop own skills • Exercises sound judgment, especially relating to confidentiality and discretion • Enthusiasm, energy, resourcefulness, creativity • Stamina, resilience, a sense of balance, humour • Tact and diplomacy in all interpersonal relationships with the public, pupils and colleagues at work	
Working with Children and Young people: Safeguarding	• Commitment to the safeguarding of children and young people	