



## Woodfall Primary and Nursery School

### Reception Role Grade 3

**Job Description:** Grade 3 Receptionist

**Job Title:** School Receptionist

**Grade:** Grade 3

**Location:** Woodfall Primary School

**Reports to:** Head of School

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#### **Purpose of the Role**

To provide a professional, welcoming and efficient front-of-house reception service at Woodfall Primary School, acting as the first point of contact for pupils, parents, visitors and staff. The Receptionist will ensure the smooth day-to-day operation of the school reception area by delivering high-quality administrative support, maintaining effective communication, and contributing to a safe, organised and positive school environment.

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#### **Key Responsibilities**

Act as the first point of contact for parents, pupils, visitors and staff, providing a professional and welcoming reception service.

Manage incoming telephone calls.

Support the administration of school lunch orders, including processing daily orders, managing changes, dietary requirements and resolving queries.

Oversee visitor sign-in procedures, safeguarding checks and issuing visitor badges in accordance with school policies.

Collect and complete all documentation required for Medicines.

Provide general administrative support including filing, photocopying, data entry, correspondence and maintaining records.

Assist with pupil first aid/welfare needs and contact parents where required.

Support communication with parents regarding school events, trips, clubs and general updates.

Checking deliveries in accordance with school process and reporting any discrepancies.

Work collaboratively with staff to ensure the smooth day-to-day running of the school office.

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## **Person Specification**

### **Essential Skills and Qualifications**

- Effective interpersonal and communication skills both verbally and written.
- Experience of dealing with and resolving unexpected problems.
- Maintaining and Updating records.
- Working to timescales.
- Excellent communication skills and the ability to work collaboratively with colleagues, parents, and external professionals.
- A positive, proactive, and flexible approach to supporting the diverse needs of children.

### **Desirable Skills and Qualifications**

- Dealing with People by telephone and face to face.
  - School systems
  - Office Experience
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