

Part A - Grade & Structure Information

Job Family Code	3BF	Role Title	Receptionist, Admin and Reprographics Assistant
Grade	PS3	Reports to (role title)	Office Manager
JE Band	114-134	School	The Priory School
		Date Role Profile created	November 2025

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To be the first point of contact and provide a welcoming reception service.</p> <p>To provide support on a broad range of routine administrative activities as a member of the school office / SEND team to enable the school to function efficiently.</p> <p>To provide cost effective support to staff regarding photocopying, audio-visual and other admin requirements.</p> <p>Key deliverables include:</p> <ul style="list-style-type: none"> • Deal politely and efficiently with all phone calls and visitors following established procedures. • Check in deliveries, making sure that any parcels are removed and delivered promptly. • Ensure signing in and out procedures are adhered to. • Check voicemail for overnight messages and ensure that all messages are dealt with promptly. • Be fully conversant with the Fire Procedure and the role of reception • Support all staff with their printing and copying requirements • Maintain copier programs with current staff codes. Ensure use of functionality on machines is used to maximise efficiency and the quality of documents produced. • Ensure that all copiers are stocked with paper, toner, staples etc and contact Service Engineer as and when required. • Produce booklets for all events i.e. Options, Curriculum evenings and induction days.
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	<ul style="list-style-type: none"> • Maintain optimal levels of stock (paper and other resources) and reorder as and when required. • Produce official documents maintaining confidentiality at all times • Manage pigeon holes in staffroom (creating new ones and taking out any unused) • To be an effective member of the administrative team, work with the team to ensure the completion of department workload within deadlines • Provide one hour of administration support for the SENCO each day.
Enlighten Learning Trust Work Context and Generic Responsibilities	<p>This role is based at The Priory School part of Enlighten Learning Trust.</p> <p>Enlighten Learning Trust expects all its staff to:</p> <ul style="list-style-type: none"> • Maintain confidentiality in and outside of the workplace • Be pro-active in matters relating to health and safety and report accidents as required • Support the aims and ethos of the Trust setting a good example in terms of dress, behaviour, punctuality and attendance • To carry out all such other duties as the SLT or your line manager may reasonably direct; this may include the invigilation of exams.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Carry out routine tasks such as data input, sorting/distributing mail, photocopying and filing. • Check and code invoice/ documents, seeking authorisations as necessary, to facilitate efficient processing of financial and other information. • Prepare/despatch standard documents to achieve efficient and timely turnaround of routine matters. • Follow set procedures to collect and record monies received as appropriate. <p>Service Delivery</p> <ul style="list-style-type: none"> • Carry out administrative and/or support activities to contribute to the smooth running of the work unit. • Receive and respond to basic enquiries, escalating those outside own knowledge, to provide a timely and effective service to others. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Make simple arrangements and bookings under detailed instructions. • Help prepare straightforward materials to assist in the effective organisation of internal/ external activities.

	<p>Work with others</p> <ul style="list-style-type: none"> • Receive visitors and action basic enquiries in a courteous manner, to promote a positive image of the work unit. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Basic numeracy and literacy, with potential for further study where appropriate. • Basic understanding of Health and Safety regulations, procedures and the principles of equality and diversity. • Some knowledge of typical IT packages and basic IT skills. • Ability to exchange basic information verbally or in writing. • Ability to operate simple office equipment. • Accuracy and ability to organise tasks within a broader routine. • Some prior work experience of a generalist nature.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). Enlighten Learning Trust is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p>
Role Summary	<p>Roles at this level typically work as part of a team performing routine administrative duties to support service users and/or other members of their team. They perform a limited range of well established routines within basic procedures and under regular supervision. They may have a specific focus, for example in personnel or financial systems, but all will be expected to work with the organisation's IT systems, and action basic enquiries and requests. They will be expected to have some previous work experience in order to deal with the work confidently. The work is typically to daily deadlines; some organising of their own workload may be required to ensure that the departmental workflow is maintained, but timescales will be hour-to-hour and day-to-day. The nature of planning in roles at this level is essentially timing and sequencing of assigned tasks to meet deadlines.</p>