

JOB DESCRIPTION



School Receptionist/Administrator

Responsible to: School Business Manager

Main purpose: To provide a professional, welcoming and efficient reception as the first point of contact for visitors, parents, students and external agencies, while delivering effective administration support to the wider school team.

Duties and responsibilities:

Reception & Visitor Management

- Act as the first point of contact for the school, welcome visitors and respond to enquiries in a helpful and professional manner ensuring that appropriate actions are taken in a timely manner.
- Manage visitor signing-in, security passes and ensure compliance with safeguarding and visitor policies.
- Maintain confidentiality at all times in relation to staff, students and parents and comply with GDPR and data protection requirements.

Switchboard & Communication

- Answer and direct telephone calls promptly and efficiently operating the main telephone system, paging and gate systems, dealing with queries and taking messages appropriately.
- Responsibility for the school's general email inbox and distribute enquiries expediently.
- Receive, sort and distribute incoming mail, as well as process outgoing post and deliveries.
- Ensure communication with students, staff and other departments is effective and contributes to securing efficiency and high standards of care and personal development for students within a learning and residential environment.

Administrative Support

- Provide comprehensive administration support using MS Office and photocopying, distribution and filing as required.
- Manage the school diary, room bookings, asset register and assist with managing student records.
- Process petty cash requests, maintain dinner money records, process payments and prepare income for banking, ensuring financial controls are adhered to.
- Support the administration of student attendance, including tracking absences and assisting with 'first day calling' to parents.

School Environment:

- Ensure the reception area remains tidy, secure, welcoming and up to date with relevant information.
- Maintain high standards of safety and observe good practice in relation to health and safety and safeguarding in all issues and report any concerns to line management and Designated Safeguarding Lead (DSL).
- Proactively observe and comply with all school policies and procedures including those relating to child protection, equality and diversity, health, safety and security, confidentiality and data protection reporting all concerns to an appropriate person following the relevant recording and reporting processes.
- Be aware of and integrate in own practice the principles of Keeping Children Safe in Education.
- Maintain a flexible "can do" approach.

Please note that this is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the post. It is not a comprehensive list of all tasks that the postholder will carry out. This job description may be amended at any time in consultation with the postholder.

This role involves contact with and responsibility for children and young people and will be engaged in regulated activity. The law requires this position to have an enhanced criminal background check. This is to protect children and vulnerable adults and to safeguard positions of trust. The position is therefore exempt from the Rehabilitation of Offenders Act. If your application is taken further, you will be asked to declare details of any criminal record, even convictions that are 'spent' according to the act. If you are offered the post this information will be checked against DBS.