

School Receptionist Part-Time, 2 days a week, Term Time Only

Whitgift is a leading independent day and boarding school for boys, with approximately 1500 pupils including over one hundred boarding pupils and flexi boarding pupils. It is set in an attractive 48-acre parkland site in South Croydon enjoying excellent links to London, Surrey and the south coast.

We are seeking to appoint a highly motivated and enthusiastic Receptionist with excellent communication skills to join the Estates and Facilities team. The Receptionist role reports into the Operations Manager and is integral to the smooth day-to-day running of the school.

The successful applicant will be required to work 2 days a week, term time only. With the preferred working days being **Thursdays** and **Fridays**, although the 2 working days are open to discussion.

OUTLINE OF POST:

To confidently and efficiently run the front of house of Whitgift School with professional management of the switchboard and reception functions.

MAIN DUTIES AND RESPONSIBILITIES:

- Offer a warm, professional and friendly welcome to all visitors and deal with them in an effective and efficient manner.
- Manage school visitor system and maintain a central database of all visitors that are on site at any given time (critical in emergency evacuations).
- In the event of building evacuations or site lockdowns, be familiar with and operate those aspects of the procedure which apply to the reception function.
- Deal with all reception queries from staff, students and visitors.
- Manage school sign-in system to log late student arrivals and early departures for appointments e.g. dentist, etc.), issuing tokens and liaising with School Office Admin team as required.
- Use radio communication to ensure effective contact with other mobile staff (especially in case of emergencies).
- Manage school vehicle schedule in conjunction with the Transport Manager.
- Ensure the appearance of the Reception, Waiting Room and North Entrance Meeting Room is always professional and tidy.
- Ensure that school promotion literature is displayed appropriately on the tables and in the rooms around North Entrance.

- Answering the switchboard in a professional and friendly manner, ensuring that messages and queries are dealt with directly or are passed to the appropriate person promptly and efficiently with proactive follow-up as needed.
- Keep the central telephone list updated with changes of staff extension numbers and job titles and distribute as appropriate.
- Ensure any site/access communications or requests are distributed to the relevant staff (e.g. to Head Porter, Security Team, Operations Manager)
- Community Service – registering students who are going out to local primary schools
- Help staff with training on new systems implemented at Reception.
- Monitor students who are temporarily absent from lessons and waiting in reception for a senior staff member.
- Support the implementation of missing student procedures
- Support School Events during the school day (or at pre-agreed times) e.g. welcoming visitors and co-ordinating students/prefects
- Liaise with IT when required to ensure the smooth running of software use at reception.
- Direct lost property to appropriate areas of the school, working closely with security and the Porters team.
- Ensure appropriate cover is organised for the reception desk in times of absence, conducting relevant training in any reception systems for colleagues.
- Uphold and promote the safeguarding and welfare of pupils at all times
- Ensure all visitor processes meet safeguarding requirements, including checks for contractors, agencies and external partners.
- Adhere to confidentiality, GDPR regulations and the school's policies on information security.
- Follow Health & Safety procedures, including emergency protocols and evacuation processes.
- Develop and maintain strong working knowledge of school operations, systems and key personnel
- Represent the school with professionalism, integrity and discretion at all times.
- Undertake any other duties that are reasonably requested from time to time.

PERSONAL RESPONSIBILITIES

To carry out the duties and responsibilities of the post, in accordance with the School's Health and Safety Policy and relevant Health and Safety Legislation.

The John Whitgift Foundation is committed to safeguarding and promoting the welfare of young and elderly people in their care and expects all staff to share this commitment.

To comply with the Whitgift Equal Opportunities policy and to ensure positive relationships are upheld within the school community, through effective communication, in line with professional norms.

PERFORMANCE STANDARDS

To ensure that all services within the areas of responsibility are provided in accordance with the school's commitment to high-quality service provision.

This job description will usually 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.

PERSON SPECIFICATION:

Essential

- Welcoming, friendly and professional mannerisms
- Takes pride in delivering excellent customer service and enjoys interacting with a wide variety of staff, students and visitors
- Ability to remain calm under pressure and manage multiple activity streams effectively
- Competent use of electronic systems for communicating and recording relevant school information, but additional training will be given.
- Exceptional attention to detail
- Excellent written/oral communication and interpersonal skills with the ability to show clear empathy and understanding of pupils' needs
- Ability to initiate and maintain communication with all parts of the School Community
- Patience with children whilst having a commitment to, and an understanding of, the concerns of young people from a variety of cultural and social backgrounds
- Be confident in dealing with a wide range of people and situations
- Must be approachable and have a balanced attitude to pupils and staff
- Ability to establish a good rapport with the pupils and their families
- Ability to manage time effectively
- Be proactive and motivated to work as part of a team and independently
- Ability to adhere to confidentiality requirements and deal discreetly with matters as required

Desirable

- Experience working in a comparably busy, customer-facing environment

FURTHER INFORMATION

All our staff benefit from a competitive remuneration package, including:

- A Pension Scheme (with Life Assurance cover)
- Free access to an Employee discount Club
- Discounted school fees for the Foundation Schools (permanent posts only)

- Access to our onsite gym (available at select hours) and our swimming pool (when available, access is extended to staff)
- Membership with BUPA
- Onsite parking, when available
- Lunch is available onsite during term time

CONDITIONS OF SERVICE

This position is offered as a part-time, 2 days a week, term-time only permanent contract. With the preferred days worked being **Thursdays** and **Fridays**, although the 2 working days are open to discussion.

The hours are 8:00am to 5:00pm with a one-hour unpaid lunch break. There will be an occasional requirement for flexibility with start and finishing times to meet the department's needs or for school events throughout the year. Any changes will be mutually agreed in advance with your line manager.

The salary range for this post will be Point 16-18 on the John Whitgift Foundation Support Staff Salary Scale. The full-time salary will be between £30,529 and £31,872 gross pay per annum dependent on qualifications and relevant experience. The **Pro-rata** salary range for this post will be between **£9,770** gross pay per annum to **£10,170** gross pay per annum to reflect Term Time and 0.32 FTE contract.

APPLICATION INFORMATION

We welcome applications from all parts of our community as we aspire to attract staff that matches the social and cultural diversity of our student intake.

To apply, please visit www.whitgift.co.uk/vacancies. For any queries, please telephone 020 8688 9222 or e-mail the Human Resources Department at SchoolHR@whitgift.co.uk.

We invite interested candidates to apply as soon as possible as applications will be reviewed on a daily basis, and interviews may take place at any time. This vacancy may close earlier than the stated deadline if sufficient applications are received, so early submission is encouraged.

In line with Home Office requirements under the Immigration, Asylum and Nationality Act 2006, all successful applicants will be required to demonstrate their right to work in the UK by presenting original documents evidencing their identity and eligibility to work in person. Right to work checks may also be completed using the Home Office online right to work checking service (share code).

The School also requires sight of original qualification and professional membership documents as detailed in the application.

Whitgift School (part of the John Whitgift Foundation) is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment. Where applicable, applicants must be willing to undergo child protection screening including checks with past employers and the Disclosure and Barring Service and online media checks.

It is an offence to apply for a role at the School if you know that you are barred from regulated activity with children.

All roles within the School involve contact with children and are therefore classed as regulated activity. Child protection and safeguarding are the responsibility of everyone who works or volunteers in our school. All staff must be committed to providing a safe environment for children and supporting the School's safeguarding ethos.

The post is exempt from the Rehabilitation of Offenders Act 1974. Applicants are required to declare all convictions and cautions, even those that are "spent" unless they are "protected" under the DBS filtering rules, to assess suitability to work with children. Shortlisted candidates will be asked to disclose information relevant to safeguarding prior to interview.

June 2026