

Receptionist / Clerk
Job Description

Name:	
Job Title:	Receptionist /Clerk
Salary point range:	SCP 3-4
Responsible to:	The Headteacher
Responsible for:	To act as first point of contact for pupils reporting to first aid room and to contribute to the effective running of the school office, including welcoming visitors and answering the telephone.
Effective Date:	11/5/2026

Role and Context	
Responsibilities	<p>Duties and Responsibilities</p> <p>First Aid Room:</p> <ul style="list-style-type: none"> • To receive pupils reporting to reception as either unwell or injured. • To provide the initial assessment of the student and take appropriate action. • Administer first aid where minor treatment is all that is necessary. • Call for assistance when required either from other first aiders on site, or by dialling 999 in an emergency. • Liaising with parents/carers as required. • Returning pupils to lessons when appropriate. <p>Reception:</p> <ul style="list-style-type: none"> • To ensure that visitors and callers are courteously and correctly received and to deal sensitively with anxious, distressed or impatient callers, whether by telephone or in person and whether pupils, parents or external visitors. • To receive and relay promptly any telephone or other messages, dealing as appropriate with routine enquiries. To liaise, as required, with all stakeholders. • To ensure the reception office and area are kept clean and tidy. • To arrange hospitality for visitors. • To be a point of contact for students with questions/queries and deal sensitively with requests. <p>General Administration:</p> <ul style="list-style-type: none"> • Operate general office equipment e.g. photocopier. • To provide a word processing service for members of staff if required. • To keep the stationery cupboards well-stocked and advise when stocks are low. • To sort incoming post and record and stamp outgoing post ready for collection by the Royal Mail. • To be familiar and fully comply with school policies and procedures • To be aware of Health and Safety requirements with regard to self and others. • Other duties of a similar level/nature may be undertaken and are not excluded simply because they are not itemised.

General Duties	<ul style="list-style-type: none">• To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the school and the local authority.• To maintain Staff and Pupil confidentiality• To undertake training as appropriate• To participate in the performance management programme
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General Information and review:

- The job specification details the main outcomes required and should only be updated to reflect **major changes** that impact the outcomes for the job. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
- This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post-holder.
- All work performed/duties undertaken must be carried out in accordance with relevant school policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve.
- Post holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.

Signature:

Date:
