

Receptionist (Job Share)

Term Time plus 2 weeks

Overview

Job Purpose

Responsible for all reception duties and administration tasks as directed by the Office Manager.

Main Duties

This job description indicates the range of duties involved is not intended to be all-inclusive and requires the post-holder to be flexible and show initiative. The post holder may perform other related duties as required to meet the ongoing needs of the school. The role is term time only with an additional 2 weeks to cover INSET and ad-hoc holiday work.

Other

General Duties

- Answering the telephone promptly and professionally and fielding calls appropriately and confidently
- Answering and dealing with queries into the School Office mailbox in a timely and professional manner
- Assisting parents, pupils and staff with ad hoc queries with confidence
- Keeping abreast of events within school via the school calendar and parent communications to be able confidently answer any arising queries
- Ensuring lost property is returned to the owner
- Ensuring the school phone and walkie talkies are charged
- Taking delivery of mail and deliveries and distributing accordingly
- Sending accurate parent communications using School Post and e-mail
- Supporting the Office Manager with the roll up
- Understanding the school's ethos and supporting it
- Keeping the School Office tidy

Safety and Security

- Ensuring the safety and security of all children and staff on site
- Ensuring the security of the site at the front entrances during working hours
- Acting as the first point of contact for visitors to the school
- Ensuring visitors are signed in and registered at Reception in accordance with the school's security policy

Systems

- Confident use of the School Post, InVentry, Medical Tracker and isams systems
- Ability to assist parents with all school system IT issues
- Recording accidents via the online system and reporting to parents as necessary
- Ensuring all parent communications to the school are recorded on the isams system
- Entering new pupil data on to the isams database
- Using the InVentry sign in system to book in future visitors and planned events

New Joiner Administration

- Supporting the marketing Manager with Admissions administration
- Keeping a track of new joiners from acceptance through to their start date

- Liaising with parents to ensure all paperwork is completed prior to start date
- Set up new parents on the school systems including isams and My School Portal
- Follow up on safeguarding information with previous schools

Registers and Fire

- Maintenance of all registers and following up absences quickly
- Ensuring staff and visitors are signed in and out, following up if required
- Recording when students and staff go offsite
- Understanding procedures in the event of a fire
- Supporting the Office Manager in the event of a fire and ensuring fire registers are accurate
- Maintenance of club registers and resolving queries as they arise
- Follow up on children who have not attended clubs/activities when booked

Medical

- Attend a first aid course and deal with any first aid incidents with support of the Office Manager
- Providing medicine to children who require it and maintaining a record
- Maintaining the first aid room, supplies within it and providing supplies for kits around the school
- Ensuring staff maintain their first aid kits
- Creating medical and dietary lists for staff and keeping them up to date
- Creating IHCPs and ITPs in conjunction with parents and keeping staff up to date
- Prompting staff to create risk assessments for injured children

Other Duties

- Communicate and handover effectively to the other party in the job share
- Support events by creating signs and posters
- Providing administrative support to other staff as directed by the Office Manager
- Any other duties as may reasonably be required

Person Specification

Qualifications

Minimum 6 GCSEs including Maths and English Grade 5/C or above	Essential
Higher Education minimum BTEC, A Level etc.	Essential
First Aid	Desirable (training will be given)

Experience/Knowledge

Previous experience in a busy administrative or reception role, within a school or educational environment would be an advantage	Desirable
Experience using management information systems – ISAMS preferable	Desirable
Customer/Client Facing Experience	Essential
Microsoft Office Suite	Essential
Experience of First Aid	Desirable

Skills and Personal Attributes

- Genuinely enjoys working with children and demonstrates confidence in interacting with them
- Strong understanding of safeguarding and what it means within a school environment
- Able to prioritise workload effectively, ensuring that key tasks are completed on time
- Excellent written and verbal communication skills, with a strong command of English
- Professional and courteous telephone manner
- Exceptional customer service skills, with a friendly and approachable attitude

- Competent ICT user, proficient in Microsoft Office and quick to learn new systems to the level required to support others
- Meticulous attention to detail, even when working under pressure
- Capable of working independently and managing multiple tasks while remaining calm in a busy office environment
- Confident in their own abilities and demonstrates common sense
- Understands the importance of high-quality communication with parents and maintaining a professional tone at all times
- Flexible, adaptable, and willing to go above and beyond when required
- Willing to attend school events as a representative of the staff team
- Enthusiastic about contributing to all aspects of school life and supporting the school's long-term vision
- Able to assess and manage challenging situations effectively and with discretion
- Demonstrates personal and professional integrity; always maintains confidentiality
- Able to balance a varied workload and respond effectively to both planned and unexpected demands
- Proactive in using quieter times productively or assisting colleagues when needed
- Strong team player with a warm, positive, and approachable personality
- Maintains high standards of personal presentation and professionalism
- Holds a minimum of six GCSEs (or equivalent) at grade C/5 or above, including English and maths.

All positions are subject to safeguarding checks including an Enhanced Disclosure and Barring check from the Disclosure and Barring Service (DBS), shortlisted candidates will be subject to an online check.