

## JOB DESCRIPTION

**Job Title:** School Receptionist

**Reports to:** Assistant Bursar

**Purpose of the job:** To ensure the efficient and effective running of the school reception, acting as the first point of contact for parents and visitors. Supporting the wider administrative functions of the school.

**Hours of work:** 25 hours per week during term time, 1.00pm to 6.00pm Monday to Friday. In addition, all INSET days and a further two full days at the end of each term (six in total), to be worked in the School holidays.

### Main Duties and Responsibilities:

#### General:

- Managing the reception email address and reception phone. to ensure all communications are dealt with effectively and in a timely fashion.
- Complete all tasks associated with iSAMS registration:
  - Establishing whereabouts of children not registered
  - Produce daily absence lists
  - Contact parents where reason for absence is unknown
  - Crosscheck and update SOCS for after school activities / late stay
- Receive, sign in and direct visitors & prospective parents.
- Supervise children awaiting collection at the end of the day.
- Point of contact for sales of small school uniform accessories.
- Collect, frank & despatch outgoing mail & parcels.
- Receive and distribute incoming mail, parcels and other items.
- Act as Fire Officer and First Aider.
- Update the porch noticeboards.
- Collect parent returns and other documentation necessary for residential trips.
- Support the School Secretary and Head's PA with:
  - ordering office stationery
  - preparing letters, labels and envelopes
  - collating and preparing contents for bulk mailings
  - proof reading reports
  - Producing reports/lists/information and data as required to assist the effective running of the school
  - Photocopying, distributing, posting and filing letters and documents
  - Sending prospectuses

- iSAMS data inputting
- preparing joining and information packs

**Bursarial:**

- Reconcile delivery notes and advise Accounts Assistant of any deliveries without paperwork.
- Take and record bookings for breakfasts and tea.
- Take and record bookings for minibus transport to and from school.
- Receive, store and distribute stationery & cleaning supplies as required.
- Coordinate minibus and coach bookings.

This job description contains an outline of the typical functions of the job and is not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The job holder's actual responsibilities, tasks, and duties might differ from those outlined in the job description, and other duties commensurate with this level of responsibility may be either permanently or temporarily assigned as part of the job. **In addition**, you undertake other such specific duties which may from time to time be reasonably assigned by the Headmaster or Bursar. Where such duties amount to more than a temporary adjustment to the main responsibilities of this job description, it should be amended accordingly. This job description will, in any case, be subject to periodic amendment whenever the appraisal process helps reveal and define significant changes in your role within the school.

### Person Specification

The person specification focuses on the range of criteria required to undertake the role effectively.

Criteria	Essential	Desirable
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education.</li> </ul>	
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Ability to work to tight deadlines.</li> <li>• Possess excellent and clear communication skills.</li> <li>• High level of customer service skills</li> <li>• Able to use ICT effectively for administrative tasks.</li> <li>• Good record maintenance skills including information retrieval.</li> <li>• Ability to maintain an orderly and safe working environment.</li> <li>• Ability to respond to a wide range of enquiries.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of providing a reception service.</li> <li>• Experience of face-to-face customer/stakeholder service.</li> <li>• Experience of working in a busy fast paced environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Working in a school environment</li> </ul>
<b>Personal competencies and qualities</b>	<ul style="list-style-type: none"> <li>• Friendly and approachable with a can-do mind-set.</li> <li>• Tact, sensitivity and the ability to handle confidential material with discretion as well as an ability to remain calm and professional in all situations.</li> <li>• High degree of personal motivation, initiative, energy, creativity and drive.</li> <li>• Self-motivated and versatile, showing an ability to work on own initiative, plan, prioritise, coordinate and lead, taking ownership of a task and seeing it through to completion.</li> <li>• High degree of resilience.</li> <li>• Ability to work collaboratively in a team .</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to communicate succinctly and effectively both orally and in writing, using appropriate language.</li> <li>• Ability to build good relationships with parents and colleagues, including working well within a team and an ability to take direction.</li> </ul>	
<p><b>Other requirements</b></p>	<ul style="list-style-type: none"> <li>• Commitment to promote and safeguard the welfare of children, young persons and vulnerable adults.</li> <li>• Flexible approach to working hours.</li> <li>• Desire to make a positive contribution to all aspects of school life.</li> <li>• Empathy with the ethos and aims of St Hugh's.</li> <li>• To undertake ongoing professional development.</li> </ul>	

Date reviewed: April 2026