



JOB DESCRIPTION

Job Title: School Receptionist

Grade: Grade 3 point 4-5

Responsible to: Vice Principal

Key Purpose: We are looking to appoint a receptionist to work within the main reception of our school. The school receptionist is the first point of call for all visitors. As the ‘face’ of the school, the receptionist must be personable, helpful and be able to communicate well, extending a warm welcome to represent the school in a professional and friendly manner. In addition, it is essential that the person undertaking this role is organised, able to multitask and work flexibly, be calm under pressure and have a ‘can do’, positive approach to work within a very busy and pressured environment. The receptionist must be able to provide effective administrative support using internal computer systems alongside basic office packages and photocopiers and printers.

Main Responsibilities

- Respond to enquiries at the reception desk (pupils signing in and out), parental enquiries, visitors, deliveries, and representatives in a professional and supportive manner.
- Respond to enquiries promptly and accurately by telephone, both routine and confidential, and refer enquiries to the appropriate member of staff. Ensure messages are passed on.
- To maintain and manage the school reception area keeping it tidy and providing a welcoming environment for all visitors.
- To ensure that safeguarding procedures are followed and all visitors “sign in”, checking DBS information and issuing the appropriate visitors pass and/or lanyard.
- To ensure all contractors are referred to the Premises or Operations Manager as appropriate before any work commences.
- To inform staff when visitors arrive
- To have a particular responsibility
- To receive incoming post and ensure it is distributed for processing, this includes following the required guidelines upon receipt of external exam papers.
- To record and post all outgoing mail.
- To carry out any other routine administrative tasks/typing connected with the work of the section so that assistance is provided as necessary to assist at times of peak workload and a constant level of service maintained.
- To carry out other duties deemed reasonable to be within the responsibility of the post as requested by the Principal.