



## **JOB DESCRIPTION & PERSON SPECIFICATION** **RECEPTIONIST**

### **Job Description**

**The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

<b>Summary of the role:</b>	<ul style="list-style-type: none"><li>• To provide ad hoc administrative support to the management group.</li><li>• To provide ad hoc administrative support to the teachers and other members of staff if required.</li><li>• Receptionist and telephonist duties for the school including meet and greet of visitors and contractors.</li><li>• Ordering of school and office stationery and other goods</li><li>• Filing, photocopying and document distribution.</li><li>• Providing support in the dining room as required.</li></ul>
<b>Line management responsibility to:</b>	Finance and Facilities Manager
<b>Main duties and responsibilities:</b>	<p><b>General:</b></p> <ul style="list-style-type: none"><li>• First point of contact for answering the telephone &amp; dealing with general enquiries.</li><li>• First point of contact for visitors to reception.</li><li>• Assisting with signing visitors in and out.</li><li>• Assisting with on site visitors and contractors, escorting when required.</li><li>• To manage bookings for the reception meeting rooms, provide refreshments and tidy rooms after use.</li><li>• To monitor reception and info email addresses and distribute or respond to emails as appropriate.</li><li>• To distribute incoming post and deal with in-coming parcels.</li><li>• Production of general correspondence as required.</li><li>• Inform relevant parties of any changes to the school timetable affecting student transport requirements</li><li>• Keep an up-to-date record of student transport arrangements.</li></ul>

	<ul style="list-style-type: none"> <li>• Ring parent/carer of pupil if absent without notification and inform Headteacher and Class Teacher</li> <li>• Produce an emergency contact sheet to go in master emergency file, ensure additional documents are filed on a daily basis.</li> <li>• Responsibility for collecting and accurately recording information regarding family's entitlement to free school meals</li> <li>• Check free school meal data prepared by the local authorities to ensure all records are up to date and correct</li> <li>• Issue vouchers to eligible families for the school holidays as authorised by West Sussex Local Authority</li> <li>• Prepare information and data for pupil premium students as required</li> <li>• Keep all pupil premium and free school meal data up to date</li> <li>• Archiving of school records.</li> <li>• Make arrangements for recycling of toner cartridges</li> <li>• Other general administrative tasks as required.</li> </ul>
<b>Hours</b>	<p><b>Term time plus 4 weeks during the school holidays</b></p> <p>40 hours per week – <b>Term time</b>  30 hours per week – <b>School Holidays</b></p> <p>Monday to Friday  Term time - 8.00 to 16.00  Holidays – 9.00 to 15.00  Inclusive of one hour for lunch during term time.</p> <p>Annually there are 6 seminar days which are considered normal working days within term time.</p> <p>Some flexibility on hours will be required from time to time.</p>
<b>Holiday entitlement</b>	
<b>Line management duties and responsibilities</b>	N/A

You may also be required to undertake such other comparable duties as members of the Management Group require from time to time.

Jan 2026

## Person Specification

**The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

	<b>Essential</b>  These are qualities without which the Applicant could not be appointed	<b>Desirable</b>  These are extra qualities which can be used to choose between applicants who meet all of the essential criteria	<b>Method of assessment</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSEs or equivalent in maths and English as a minimum</li> </ul>	<ul style="list-style-type: none"> <li>• Secretarial qualification</li> <li>• Proficient Typist 60wpm</li> <li>• First Aid Qualification</li> </ul>	Production of the Applicant's certificates
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of working in an office</li> <li>• Experience of working in a very busy environment with changing priorities.</li> </ul>	Receptionist/Telephonist experience	Contents of application form, interview, professional references
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good working knowledge of Microsoft Word/Outlook/Excel</li> <li>• Good communication and organisational skills</li> <li>• Good telephone manner</li> <li>• Able to use own initiative</li> <li>• Ability to work with colleagues in a supportive way</li> <li>• Good standard of literacy</li> <li>• Able to multi-task</li> <li>• Able to cope with a busy environment with often changing priorities</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of Microsoft Powerpoint</li> </ul>	Contents of the Application Form, Interview, Professional references
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>• Knowledge or understanding of health and safety in the workplace.</li> <li>• Working knowledge of a school or other educational environment</li> </ul>	N/A

<b>Personal competencies and qualities</b>	<ul style="list-style-type: none"> <li>• Initiative</li> <li>• Eye for detail</li> <li>• Flexibility</li> <li>• Sense of humour</li> <li>• Calm disposition</li> <li>• Happy to work on their own</li> <li>• Comfortable with asking for help if needed</li> <li>• A caring and understanding attitude to young people and their problems</li> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people.</li> <li>• Emotional resilience in working with pupils with challenging behaviours</li> </ul>	<ul style="list-style-type: none"> <li>• Full UK Driving Licence</li> <li>• Access to own transport</li> </ul>	Contents of the Application Form, Interview, Professional references
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