



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.

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

	<ul style="list-style-type: none"> • Ring parent/carer of pupil if absent without notification and inform Headteacher and Class Teacher • Produce an emergency contact sheet to go in master emergency file, ensure additional documents are filed on a daily basis. • Responsibility for collecting and accurately recording information regarding family's entitlement to free school meals • Check free school meal data prepared by the local authorities to ensure all records are up to date and correct • Issue vouchers to eligible families for the school holidays as authorised by West Sussex Local Authority • Prepare information and data for pupil premium students as required • Keep all pupil premium and free school meal data up to date • Archiving of school records. • Make arrangements for recycling of toner cartridges • Other general administrative tasks as required.
Hours	<p>Term time plus 4 weeks during the school holidays</p> <p>40 hours per week – Term time 30 hours per week – School Holidays</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>
Holiday entitlement	
Line management duties and responsibilities	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.			
	Essential These are qualities without which the Applicant could not be appointed	Desirable These are extra qualities which can be used to choose between applicants who meet all of the essential criteria	Method of assessment
Qualifications	<ul style="list-style-type: none"> • GCSEs or equivalent in maths and English as a minimum 	<ul style="list-style-type: none"> • Secretarial qualification • Proficient Typist 60wpm • First Aid Qualification 	Production of the Applicant's certificates
Experience:	<ul style="list-style-type: none"> • Experience of working in an office • Experience of working in a very busy environment with changing priorities. 	Receptionist/Telephonist experience	Contents of application form, interview, professional references
Skills	<ul style="list-style-type: none"> • Good working knowledge of Microsoft Word/Outlook/Excel • Good communication and organisational skills • Good telephone manner • Able to use own initiative • Ability to work with colleagues in a supportive way • Good standard of literacy • Able to multi-task • Able to cope with a busy environment with often changing priorities 	<ul style="list-style-type: none"> • Working knowledge of Microsoft Powerpoint 	Contents of the Application Form, Interview, Professional references
Knowledge		<ul style="list-style-type: none"> • Knowledge or understanding of health and safety in the workplace. • Working knowledge of a school or other educational environment 	N/A

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