

THE ROLE

The Receptionist is the first point of contact for visitors to the school (parents, pupils, staff, governors and stakeholders) and those making contact via the telephone. As such the individual must be welcoming, personable, helpful and able to represent the School in a professional and friendly manner, always reflecting the school's brand. In addition, it is essential that the person for this role is organised, able to multi-task, work flexibly and have a positive approach to work, as no two days are the same. The role also requires someone with proficient IT skills. The Receptionist is also required to assist the Head's PA/Office Manager with various administrative tasks.

This is a permanent position, offered on a part-time basis, 24 hours per week, term time only. The working hours will be 7.45 am – 12.30 pm Monday – Friday.

The start date for this position is September 2025.

This position involves contact with children and will amount to regulated activity as defined by Keeping Children Safe In Education (KCSIE) for safeguarding children and safer recruitment.

RESPONSIBILITIES

KEY RESPONSIBILITIES

- Greeting visitors in a friendly, professional manner and dealing with queries as appropriate
- Following the School's safeguarding procedures, ensuring visitors have their ID checked, are signed in via InVentry and issued with a visitor lanyard
- Answering, screening and directing incomings calls in a polite and efficient manner transferring callers to relevant departments or taking accurate messages
- Day to day checking of incoming emails via info@stahs.org.uk, responding where appropriate or forwarding to relevant staff
- Receiving and sorting mail, signing for packages, distributing as appropriate in the Staff Room pigeonholes.
- Overseeing pupils signing out of school for appointments and assisting with general queries
- Assisting with copy typing / house styling letters and messages to parents in readiness for the weekly mailing via SchoolPost
- Sending letters via the SchoolPost system in the School Office Assistant's absence
- Checking the Parent Portal first thing for sickness absence, medical appointments, absence requests and informing relevant teaching staff and the Attendance Manager of the absences
- Updating iSAMS with absences
- Assisting with data inputting to iSAMS so pupil information is kept up to date for joiners, existing and former pupils including:
 - Inputting details for new joiners from Admissions Forms
 - Updating addresses and phone numbers from requests submitted via the School Portal
 - Ensuring every pupil has an emergency SOS contact
 - Importing student photos to iSAMS
 - Adding links to "My Name Matters" phonetic recordings for each pupil to iSAMS records
 - Updating school leaver details to iSAMS
- Being ready at all times to support the School's Emergency Evacuation Procedures to enable a swift pupil roll call at Maple School
- Updating and circulating internal phone list
- Ordering stationery and diaries
- Placing orders at the request of the Head's PA/Office Manager
- Booking taxis as required
- Liaising with the Examinations Officer regarding the recording/collection of public examination papers

In addition to the above, the post holder will carry out any other professional duties as reasonably required by the Head.

The High School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

PERSON SPECIFICATION

STAHS is a vibrant school supported by a diverse and enthusiastic community of staff, pupils, parents and alumni. It is important that our staff reflect the diversity of our community, and we therefore welcome and encourage applications from people of all genders and sexual orientation, those from Black, Asian and other minority ethnic backgrounds, and those with disabilities.

The successful candidate will be required to fulfil all of the duties, as outlined in the job description. In addition to this, the candidate should possess the following competencies which are essential to this position:

QUALIFICATIONS & EXPERIENCE

- Experience of working in a similar role would be a distinct advantage
- Prior experience of working in a customer facing role
- Understanding and knowledge of the Independent School sector desirable

SKILLS

- Excellent communication skills, both verbal and written.
- Highly organised and efficient.
- Strong administrative skills and attention to detail.
- Ability to multi-task in a calm manner during busy periods.
- Strong IT skills.
- A team player, willing to be flexible and adaptable.

PERSONAL QUALITIES

- Warm, welcoming and professional behaving with discretion, integrity, honesty and always acting with due consideration of others within the STAHS community.

PHILOSOPHY AND ETHOS

- A commitment to safeguarding and promoting the welfare of children and young people.
- A commitment to the ethos and strategic direction of the school.
- Strong support for the School's mission and values.
- Be a good role model.

HEALTH AND SAFETY

- Support health and Safety training initiatives and to actively participate in this area.