



St Dunstan's
— College —

RECEPTIONIST

At

St Dunstan's College

JOB DESCRIPTION & PERSON SPECIFICATION

Applications Close: 0900 Monday 9 November 2026

Longlist Interviews (Online): Week Commencing 9 November 2026

Shortlist Interviews (Onsite): Week Commencing 16 November 2026

Start Date: ASAP

RECEPTIONIST

JOB OVERVIEW

Job Title: Junior School Receptionist

Department: Professional Services, Administrative Department

Employment Type: Permanent, Part-time (22.5 hours, 3 days per week), Term-Time

Salary: S2 £12,939 (FTE £28,932) per annum (September 2026 pay scale)

Start Date: As Soon As Possible

Responsible to: Junior School Office Team Lead

RECEPTIONIST

JOB DESCRIPTION

The following list is not exhaustive but serves as an indication of the responsibilities encompassed by the role.

- To operate a courteous and efficient reception service that consistently promotes a professional image of St Dunstan's College. This includes acting as first point of contact for pupils, parents, staff and visitors.
- To manage the visitor management system and coordinate the safe entry and exit of pupils, staff, visitors and contractors, ensuring all individuals are appropriately signed in/out, clearly identified and that safeguarding and security procedures are always followed.
- To manage the office mailbox; responding to, or triaging messages as appropriate in accordance with the school's two working-day service level agreement, tracking collection arrangement information and passing messages onto form tutors where relevant.
- To ensure that queries are dealt with effectively, taking the initiative to identify and handle issues that arise on behalf of the Leadership team, with an ability to recognise when matters need to be promptly escalated.
- To operate the school's main telephone switchboard system, including taking and delivering messages, transferring calls (as appropriate) and contacting parents or other agencies as directed.
- To support pupil attendance processes, including recording absences and late arrivals, monitoring register completion and following up on any discrepancies or unaccounted-for pupils.
- To support the safe dismissal and supervision arrangements for pupils, including maintaining before and after school care registers, communicating collection arrangements with teachers and supporting the coordination of the school coach service.
- To ensure the reception area is welcoming and tidy, redistributing lost property to children daily and supporting families locating missing items.
- Maintaining the pupil database, updating records and following the necessary policies and procedures for the security of confidential information and data.
- Carry out routine tasks such as photocopying, filing and completion of medication forms to support the day-to-day efficient running of the Junior School.
- Model high professional standards and be a responsible and effective member of staff, attending regular meetings as appropriate.

RECEPTIONIST

JOB DESCRIPTION

- To comply with safeguarding policy and procedure as appropriate.
- To support any other administrative tasks as directed by the Team Lead.
- To understand key responsibilities, be committed to and comply with Group policies and procedures relating to child protection, health & safety, welfare, security, diversity & equality, confidentiality and data protection, reporting any concerns to the appropriate person.
- To always work collaboratively with the wider business and act in the interests of the Group.
- To support the delivery of the Group's strategy as it relates to this post.

OTHER ADMINISTRATIVE DUTIES

- To provide cover for other colleagues in the administration team when required.
- To work alongside the Head of Administrative Services and Events to ensure that all administrative requests are actioned in a timely and accurate manner.
- To perform any reasonable duties as requested by the Executive Support Lead and Head of Administrative Services and Events.
- To undertake training and development for the better fulfilment of the role

SAFEGUARDING DUTIES & RESPONSIBILITIES

- St Dunstan's is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- The successful applicant will be expected to uphold this duty with regard to all children and young people with whom they come into contact.
- This role is a business support role involving regular contact with children, but not normally direct responsibility for them.

RECEPTIONIST

REQUIREMENTS OF THE ROLE

We are looking for a reliable and confident Receptionist to join our team as soon as possible. Delivering a professional and efficient reception service, the role will act as the first point of contact for front-line enquiries from staff, parents, pupils, and visitors. As part of the wider team, the role will provide comprehensive administrative support to ensure the smooth running of the organisation and be responsible for a range of administrative tasks. This will include, answering telephone calls, managing enquiry inboxes and liaising with a wide range of stakeholders. Working closely with colleagues, including the senior leadership teams, the role holder will be a team player committed to first-class customer service.



RECEPTIONIST

PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
Qualifications and Training		
A recognised vocational / Business and Administration qualification		X
GCSE level (or equivalent) including English and Maths	X	
Experience		
Previous experience of reception duties	X	
Successful experience of working in an office environment	X	
Experience of dealing effectively with a range of stakeholders, preferably including children	X	
General office experience, including answering phones, providing a reception service and dealing with a range of administrative tasks at the same time.	X	
Advanced user of all Microsoft Office systems	X	
Experience of working the education sector		X
Experienced in the use of databases, with the ability to enter information accurately and extract for reporting purposes	X	
Skills and Knowledge		
Excellent communication and interpersonal skills with demonstrable ability to communicate clearly and effectively with staff and students, parents and all external visitors	X	
A professional telephone manner	X	
Ability to work under pressure, whilst maintaining a positive and professional attitude	X	
Ability to enter data accurately with thorough attention to detail	X	
Well organised, with an ability to prioritise workloads and take the initiative	X	
Ability to forward plan and work to deadlines within a busy and fast-paced environment	X	
Ability to build and maintain effective relationships	X	
The drive and initiative to develop own use of new technologies to improve enquiry management and administrative processes.	X	

RECEPTIONIST

PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
Personal Qualities		
Commitment to safeguarding children and young people	X	
Excellent interpersonal and organisational skills, with an ability to remain calm, positive, polite and cheerful at all times	X	
A commitment to first-class customer service	X	
The ability to work as part of a cohesive and supportive team	X	
Flexible in approach and a willingness to respond to changing priorities	X	
Hard working, professional work ethic, with a desire to deliver high standards	X	
Tact, diplomacy, empathy and the ability to deal sensitively and appropriately with confidential information, with an understanding of data protection responsibilities	X	



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St Christopher's The Hall, Beckenham



Rosemead Prep, Dulwich



West Lodge School, Sidcup