



Royal
Russell

Lead Receptionist

To start as soon as possible



Welcome

I am delighted that you have expressed an interest in joining Royal Russell.

A leading co-educational independent school in South London, Royal Russell is different by design. We are a family school and we value those things which make each of us distinctively brilliant. Our school motto is '*Non Sibi Sed Omnibus*' which translates as 'not for oneself, but for all', and from this, we make a commitment to help every member of our learning community strive for their vision of success.

Our beautiful, green campus offers exciting learning opportunities and first-class facilities for both pupils and staff to develop and flourish. Staff are dedicated to providing a total education and this is reflected in the outstanding academic outcomes of our pupils.

Openness and inclusiveness are integral to the Royal Russell experience and we encourage applications from all communities, so that our staff body reflects our ambitious, open, distinctive and courageous Royal Russell pupil body.

If you are interested in joining a forward looking and successful school, I look forward to receiving your application.



Chris Hutchinson
Headmaster



Our School

Royal Russell is a HMC/IAPS co-educational school with over 1,200 pupils between the ages of 3 and 18, situated on a beautiful green campus of 110-acres in South London, with a Junior School, Senior School and 200 pupil boarding community.

We are proud of our day and boarding facilities that rank amongst the best in the UK. Our pupils, parents and staff experience a warm and friendly environment with strong pastoral care for every pupil alongside a comprehensive co-curricular and enrichment programme. Royal Russell is proud to have achieved the highest grade of 'excellent' in every aspect during our most recent ISI Inspection.

Community Values

Royal Russell is a warm and thriving community of pupils, parents, staff, governors, Old Russellians, friends and supporters. We are bound together by our family ethos, a strong sense of pride in our school and a willingness to get involved.

By working together, supporting each other and having fun together, we have created a welcoming and inclusive environment for all. Living by our motto '*Non Sibi Sed Omnibus*', we encourage the qualities and values of responsibility and giving - which make Royal Russell special.

We are committed to our responsibilities to our wider community - local, national and international. We encourage our pupils to contribute, participate and lead so that they can learn the skills and attributes needed to make a positive contribution to society, now and in the future.



Lead Receptionist

Are you a well organised, effective administrator and line manager, looking to take on a key role using your interpersonal skills to lead the reception function in our busy and friendly School?

We are looking for an exceptional candidate who has the confidence and ambition to join our Operations Team to lead our Reception function and be the first point of contact for pupils, visitors, staff and parents, at the School. This is a full-time position working within the Operations Team of the School, providing outstanding support and care for the Royal Russell Community.

You will be highly professional, super-friendly, articulate, adaptable, and with the skills and gravitas to build an affinity with the ethos and values of the Royal Russell Community, all whilst maintaining a smart, approachable and dependable attitude. We are looking for a team player, but someone who has the ability to line manage, operate independently and with the confidence to make the right decisions to drive successful outcomes. Above all, you will be a positive, friendly and proactive person who wishes to demonstrate your customer-service skills and support the day to day running of our amazing School.

Experience of working in a similar role, such as front of house or as a concierge is essential. You will need to be dynamic and forward thinking, with an alert and customer focussed attitude towards your work and have the ability to understand why an eye for detail is important. It goes without saying that you will have excellent inter-personal skills and a willingness to be part of our wonderful community.

Salary: £28,428 to £30,780 (dependent on experience)

Hours: 07:30 to 15:30 or 10:30-18:30 (dependent on rota)
(inclusive of a 30 minute unpaid break)

Working weeks: All year round

Applications should be submitted to hr@royalrussell.co.uk by 09:00 on Friday, 6th February 2026.

Interviews will be held toward the end of the following week.

If you have not heard from us within 5 working days of the closing date, please assume that your application has not been successful on this occasion.



Job Description

Purpose of job

To proactively lead the co-ordination of the School's Front of House Reception function, including line management of reception staff. As the first point of contact for School visitors, (including prospective parents, parents, staff, visiting schools for sports, governors and others), provides an efficient and effective 'meet and greet' service adopting a professional, welcoming and helpful, customer-focused approach to the role and directing them appropriately.

Lead the Reception Team to ensure required services relating to the receptionist function are delivered to a high standard.

Main Duties and Responsibilities

- Co-ordination of the School's Front of House Reception function.
- Line management of Receptionist, with responsibility for annual appraisal process.
- Greets all visitors, staff and students to the School ensuring they are dealt with in a professional manner, are appropriately signed in and ensures that visitor passes are issued as required and that a record is kept in line with the School's Safeguarding Policy and Procedures. Makes guests feel welcome by offering refreshments.
- Be responsible for ensuring that all visitors and contractors provide valid safeguarding check information, along with suitable identification.
- Answers incoming telephone calls using standard greeting, provides information, redirect calls to the appropriate department or person, or takes messages as required.
- Ensures that the reception area always provides a tidy and professional image, replenishing displays of prospectuses, leaflets, magazines, and other School publications before stocks run low and updates the Reception electronic display screen, daily.
- Sorts incoming post and directs to correct parts of the School. Stamps and prepares outgoing post and parcels for collection.
- Responsible for the staff and visitor ID badge process.
- Accepts deliveries and couriered goods for the School, ensuring they are signed for where necessary and liaises with the Caretaking team to ensure effective re-direction within the School.



- Maintain records relating to the minibus fleet.
- Orders security lanyards and the weekly stores as required.
- Logs and securely stores exam papers in liaison with the Examinations Officer.
- Supports ad hoc administrative tasks in support of the PAs to the Head and Director of Operations/Finance and other members of the School administrative team.
- Co-ordinate and administer all bookings for the Meeting, Conference Rooms and minibus fleet.
- Assists the wider school administration team, when required, with the use of iSams and other school packages.
- Act as Fire Marshal for the purposes of Health and Safety

General Responsibilities

- Ensures the safety and well-being of children and young people at the School by adhering to and always complying with the School's Safeguarding and Child Protection Policy.
- Attends Royal Russell Day and Open Day to carry out allocated duties as required.
- Always displays correct staff identification whilst on site.
- Attends training and staff INSET sessions organised by the School to provide a consistent approach across the entire School staff population.
- Always adheres to Health & Safety legislation, and all departmental policies and procedures, to ensure the safety of you and colleagues as well as pupils, staff and visitors.
- Carries out any other reasonable duties as requested by the Headmaster or other member of the SLT.

This job description contains an outline of the typical functions of the job and is not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The job-holder's actual responsibilities, tasks, and duties might differ from those outlined in the job description, and other duties commensurate with this level of responsibility may be either permanently or temporarily assigned as part of the job.



Our Offer

Royal Russell offers excellent benefits including a competitive salary on our own salary scale.

As part of the vibrant community at Royal Russell, you will join a friendly and dedicated team with easy access to transport links (Coombe Lane tram stop is opposite the School entrance).

In addition, we offer:

- 30 days annual leave
- Pension scheme and life insurance
- Meals in the dining hall during term-time
- Social events throughout the year, including a Christmas party for all staff
- Cycle to work scheme (salary sacrifice)
- Octopus electric car scheme (salary sacrifice)
- Free on-site parking
- Use of our on-site sports facilities, including tennis courts, swimming pool and gym

A discount of up to 50% on school fees (85% discount for wrap around care before and after school during term-time) and a 25% discount with Royal Russell Holiday Club, which operates during school holiday periods.

Further Information

Full details of our staff benefits and recruitment procedures can be found on our school recruitment page at: www.royalrussell.co.uk/discover/vacancies

You can also contact us by email at hr@royalrussell.co.uk or telephone HR on 020 8657 4433.

Applications (forms can be found on our website) will be considered on receipt and should arrive no later than the closing date specified. We welcome early applications and will review these on receipt.

The School is committed to safeguarding and promoting the welfare of children. All appointments are subject to a satisfactory enhanced Disclosure and Barring Service check (including a check against the Children's Barred List) and other pre-employment screening including references and medical fitness.



Campus Map

Our 110-acre campus contains incredible facilities for learning.



Main Facilities

- 1 Car Park
- 2 Reception / Headmaster's Study
- 3 Junior School
- 4 Early Years Centre
- 5 Performing Arts Centre / Auditorium
- 6 Dining Hall / Café
- 7 Chapel
- 8 Great Hall
- 9 Chapel Quad
- 10 Lime Tree Quad
- 11 Aston Webb Building
- 12 Library / Sixth Form Study Centre
- 13 Health & Wellbeing Centre
- 14 Science Block

Sports Facilities

- 15 Swimming Pool
- 16 Sports Hall
- 17 Top Pitch
- 18 The Paddock
- 19 Netball Courts
- 20 North Pitch
- 21 Astroturf Pitch
- 22 MUGA (Multi-Use Games Area)
- 23 West Pitch
- 24 Pavilion

Boarding / Houses

- 25 Buchanan / Reade
- 26 Cambridge
- 27 Hollenden
- 28 Keable
- 29 Latessa
- 30 Madden
- 31 Oxford
- 32 Queen's
- 33 St Andrew's



Royal
Russell

www.royalrussell.co.uk

Royal Russell School, Coombe Lane,
Croydon, Surrey, CR9 5BX

