



Notley High & Braintree Sixth Form

Job Description & Person Specification

Receptionist

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| Job Title: | Receptionist |
| Scale: | Scale 3 |
| Responsible to: | Support Services Coordinator |
| Responsible for: | N/A |

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| Job Purpose: | To be the first point of contact for all visitors, parents, and students, providing a professional and friendly reception service and supporting the administrative functions of the school. |
| Duties & Responsibilities: | <ul style="list-style-type: none">• Welcome and assist visitors, ensuring they sign in and adhere to safeguarding procedures. Issuing of visitors' badges.• To be the first point of contact for both telephone and face to face enquiries and take messages where appropriate ensuring they are passed on to the relevant member of staff.• Maintain accurate records, including visitor logs, student attendance, and contact details.• Support the school's administrative team with tasks such as filing, photocopying, and data entry.• Assist in maintaining a tidy and organized reception area to create a welcoming environment.• Respond to queries from parents and students, providing accurate information or directing them to the relevant member of staff.• Communicate school policies and procedures clearly and professionally.• Support with student sign-in/sign-out procedures during the school day.• Assist with the coordination of school events, meetings, and parent evenings as required.• Liaise with staff, parents, and external providers to ensure smooth operation of school activities.• To accept and sign for deliveries as appropriate.• To make calls to parents/carers at the request of teachers.• Trouble shooting problems/issues for parents.• To ensure that the reception area is always manned, is welcoming, tidy and has up to date material available.• In the absence of the First Aider, to liaise with parents regarding students' sickness/injury. |



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| | <ul style="list-style-type: none"> To assist with general welfare of students. To undertake general clerical and admin support as required |
| General: | <ul style="list-style-type: none"> Participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with their line manager. Comply with individual responsibilities, in accordance with the role, for health & safety in the workplace. Comply with Data Protection Act 2018 and GDPR requirements in all working practices maintaining confidentiality, integrity, availability, accuracy, currency, and security of information as appropriate. Take personal responsibility for all personal data within own working environment. Ensure that all duties and services provided are in accordance with the Trust's Equality & Diversity Policy. Bridge Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All Staff are expected to confirm they have read and understood KCSIE part one, annually each September. |

PERSON SPECIFICATION

| Criteria | Qualities | Essential/ Desirable |
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| Qualifications & Training | <ul style="list-style-type: none"> GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English & maths NVQ level 2 or equivalent in an administration or business-related subject. First Aid training. | E D D |
| Knowledge & Experience | <ul style="list-style-type: none"> Experience of reception work/school office work. General understanding of the operation on the school. | D D |
| Skills and attributes | <ul style="list-style-type: none"> Excellent verbal and written communication skills, with the ability to interact professionally and courteously with students, parents, visitors, and staff. Strong organisational skills and attention to detail to manage tasks efficiently and accurately. Ability to prioritise workload and multitask in a busy environment. Familiarity with safeguarding and confidentiality practices in an educational setting (training provided if needed). | E E E E |
| Personal qualities | <ul style="list-style-type: none"> A welcoming, approachable, and friendly demeanour. Ability to remain calm under pressure and respond effectively to unexpected situations. A proactive and adaptable attitude, with a willingness to support various school functions. Commitment to promoting inclusivity, respect, and professionalism in all interactions. | E E E E |



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| Other | • Committed to equality and diversity. | E |
| | • Commitment to own continuous personal and professional development. | E |
| | • Committed to our Health and Safety policies and procedures. | E |
| | • Compliance to Data Protection Act 2018 and GDPR principles/ requirements. | E |
| | • Committed to safeguarding and promoting the welfare of children and young people. | E |

The duties above are neither exclusive nor exhaustive and the post holder may be required to carry out appropriate duties within the context of the job, skills, and grade. This job description will be reviewed periodically and may be subject to amendment or modification at any time after consultation with the postholder.

Last updated March 2025.