

JOB DESCRIPTION

Receptionist

Reporting to	School Business Manager
Salary	Part-Time £8,546 -£9,896.
Location	Nurture Primary, E16 3NR
Contract and hours	Permanent, Part Time (8:30-12:30), Term time only.

Job Purpose

To deliver high quality exemplary customer service, model positive partnerships and relationships and deliver an unrivalled first impression to all visitors to the school.

Main duties and responsibilities

Welcoming, receiving, signing in and dealing with and directing staff, pupils, parents, school governors, school visitors and other stakeholders as appropriate.

Operating the school's main telephone, transferring calls, or taking and delivering messages as appropriate

Dealing with enquiries via telephone, email or face to face.

Providing support to the school's administrative function.

Providing pupil and staff attendance support to the school.

First Day calling – contacting parents/carers each morning if pupils are absent.

Managing the school's public noticeboards, adding and removing content as appropriate.

Escort visitors during school time around the school.

Managing the petty cash including the reconciliation of all accounts in a timely manner.

Receiving and sorting incoming mail for delivery to appropriate staff as well as managing outgoing mail.

Liaising with outside agencies and businesses on behalf of the school.

Routine word processing, as and when required.

Assisting in the maintenance of the school's filing and archiving systems.

General clerical and administrative tasks such as photocopying, printing, faxing, laminating etc.

Maintain good communication and working relationships with all stakeholders.

Model excellent professional relationships with children, parents and other professionals in the school.

Maintain a log of those staff who wish to view incidents on the school CCTV system.

Model excellent professional relationships with pupils, parents and other professionals in the school.

Model exemplary customer service to all external stakeholders and visitors.

Ensuring that the Safeguarding legislation/child protection policy is considered when dealing with pupils, visitors and staff etc.

Adhere to the school Health and Safety Policy and procedures.

Assist the School Administrator in enforcing the school vetting procedure for agency workers e.g., DBS certificate, Photographic ID etc. for the Single Central Record.

Since job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities.

The post-holder is expected to observe and comply with all TCES policies and regulations, for example Code of Conduct, Safeguarding, Keeping Children Safe in Education, Health and Safety, TCES Values, Equality and Diversity etc.

PERSON SPECIFICATION

Education and Qualifications

GCSEs at least Grade C or level four (or equivalent) in English Language and Mathematics (or equivalent experience).

Evidence of personal development to maintain skills.

Post-16 qualification or equivalent experience.

Knowledge and Experience

Experience working within a school environment.

Substantial knowledge of the use of office equipment, e.g., telephone systems, photocopier etc.

Experience of supporting neurodiverse young people with Autism and/or SEMH and an understanding of potential implications for communication, learning and behaviour patterns (D).

Skills and abilities

Exemplary customer service skills and ability to establish good working relationships at all levels.

Proficient IT skills including MS Office applications.

Excellent interpersonal oral and written communication skills.

Flexibility in thinking and practice.

Highly organised with very good time management skills to work to deadlines, prioritise effectively and multi-task.

Ability to work independently and as part of a team.

Other

Commitment to leading on safeguarding and promoting the welfare of children and young people.

Able to promote and celebrate diversity and equal opportunities.

Commitment to TCES Values.

June 2025