Role Title	Typically reports to
Receptionist	Office Manager/Principal's PA
Band/Pay Scale	**Date of profile**
Band 3	November 2026

Purpose of the role (job statement)

1. Responsible for the reception function for the main entrance.
2. To be part of the main administrative function of the school and undertaking a variety of administrative tasks alongside colleagues as required.

Responsibilities

Key Duties:

Reception

- Welcome all visitors and contractors to the school, issue and collect visitor badges and direct people accordingly. Organising refreshments for visitors where appropriate.
- Check visitors against the Single Central Record and ensure that all are identifiable in accordance with their DBS status.
- To operate the main switchboard for the school, handling all telephone enquiries promptly, courteously and efficiently.
- Receive and sign for all incoming deliveries and arrange parcel distribution.
- Manage bookings of rooms across buildings and be responsible for the safeguarding of keys.
- Maintain the school reception area to ensure an impressive and professional appearance at all times.
- Build and maintain a current, working knowledge of school policies particularly safeguarding procedures, ensuring such procedures are outwardly communicated to both staff and visitors.
- On evacuation of the building due to the sounding of fire alarm the verification of visitors and Main Reception Building external lettings with the Business Director.
- To keep a breadth of school systems and developments, as well as general information, in order to be able to provide school staff, students and visitors with information as required, including details of procedures for reporting concerns.

Other

- Manage the signing out of students when required to leave site during the school day ensuring safeguarding and child protection processes. Ensure information on student attendance/absence/punctuality reported to the correct parties. Update Arbor record for the student who is leaving the site.
- To maintain records of students who sign in late (their class teacher will update Arbor).
- Contribute to the administrative work of the school main office as and when required.
- Any other duties commensurate with the grade.

Person Specification

ESSENTIAL

- Good standard of general education.
- The ability to work constructively as part of a team - working together and supporting each other and maintaining good inter-personal relationships
- Excellent, professional communication skills
- Excellent keyboard skills
- The ability to apply policies and procedures especially in relation to safeguarding.
- Highly organised and process driven but having the ability to be flexible when needed.
- Ability to relate well to students, colleagues, parents and visitors..
- Sound knowledge of administration processes
- Ability to self-evaluate learning needs and actively seek learning opportunities.

Personal Attributes

- Calm and confident manner
- Approachable
- A flexible approach to work and ability to cope with interruptions
- The ability to be calm under pressure and manage conflicting priorities
- Willingness to participate in professional development
- Able to deal sensitively and empathetically with others, who may be emotional, frustrated, upset or unwell.

Interpersonal & Communication Skills

- Excellent communicator with the ability to be tactful, diplomatic and discrete
- Ability to act with confidentiality
- A sense of humour and amiability
- Impeccable telephone manner

Initiative and Mental Demands

- Excellent self-managed organisational skills
- Able to prioritise effectively
- Ability to cope patiently with regular interruption
- Ability to use judgement to assess and resolve unanticipated problems independently, and when to refer more serious issues to Principal/Business Director or others for guidance
- Able to work under pressure
- Able to work flexibly to meet deadlines, which may be internal or external
- Ability to read, understand and absorb information quickly

DESIRABLE

- Previous customer relations/care/receptionist experience
- Experience of working within a school and/or with young people
- Experience of working with Arbor as a school's MIS.
- A qualification relevant to the position

TRAINING

- Training and support appropriate to this role will be offered/provided