



Days Lane Primary School

Seeking high standards in
a happy, inclusive school.

Job Description: Receptionist

Post title:	Receptionist	Grade:	Bexley 04 (£20,835 - £21,210 FTE) pro-rata
Department:	School Office	Post hours:	36 hours per week, 38 weeks a year. 8.00am - 4.00pm daily. (37 term weeks + 1 additional week in summer)
Responsible to:	School Business Manager		

The Role

The School Receptionist represents the school at the front office, both in person and via email and telephone. Acting as the 'face' of the school the receptionist should be accommodating, welcoming, personable and professional. The office is a busy environment with multiple needs and so the Receptionist should be prepared to work flexibly and under pressure, with a positive attitude.

The Receptionist is also supported by a strong office team with whom they can collaborate when necessary. It may also be required for the Receptionist to take on some administrative tasks for the office as and when required, particularly during the busier administrative periods of the school year.

Key responsibilities

Main purpose of the role

- To act as the first point of contact for the school; welcoming visitors and answering any incoming calls, including switchboard and other office phones as required. Ensure that appropriate actions are taken in a timely manner.
- To ensure the safety and security of the school and in particular it's pupils at all times; adhering to the appropriate safeguarding procedures for signing children in and out of school.
- To provide a seamless administrative support service in order to ensure the smooth running of the school, often acting as liaison between parents, suppliers and staff members.
- Providing general first aid to the pupils of the school.

General duties

- To act as the school's receptionist, providing a first point of contact for all incoming calls to ensure that they are answered in a timely and professional manner.
- To ensure that all visitors to the school sign in appropriately via the visitor pass system, ensuring that an accurate and reliable photograph is taken for their pass and that they have the relevant checks e.g. DBS.
- To ensure that all calls are correctly routed to their intended recipients, or an appropriate member of staff, to assure a quick and effective communication system.



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- To log telephone calls and ensure that relevant information is passed on in a timely manner.
- To greet visitors to the reception area as required, ensuring that visitors are welcomed into a friendly, professional environment.
- To ensure the reception area is clean, free from clutter and well presented as first impression of the academy.
- To ensure that relevant information / literature is available in the reception seating area, i.e. times of the academy day, academy prospectus and so on.
- To ensure that the office diary is updated regularly, i.e. with visitor details or workshop details happening at school.
- To ensure that the receipt of deliveries is communicated to the relevant individuals in a timely manner.
- To ensure that internal and external perceptions of the school are managed and protected within favourable boundaries, maintaining confidentiality wherever appropriate. The role holder will need to liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy.
- To help monitor certain school email accounts, forwarding and responding to emails as required.
- Maintaining good communication with parents to ensure that messages, concerns and issues can be received and passed on to relevant staff efficiently and effectively.
- Photocopying information packs for school events and meetings.
- Helping to set up for meetings at school, such as preparing the venue or refreshments.
- Printing off registers for clubs and events and ensuring these are passed on to the relevant persons at school. Investigating any anomalies you may spot on registers and passing any concerns on to relevant staff.
- Maintaining school lost property, and managing pupil/staff collections of lost property from the office.

Other specific duties:

- To undertake any reasonable request from the Headteacher, School Business Manager and other members of the School Leadership Team.
- Commitment to the safeguarding and welfare of all pupils.
- From time to time the school office may be required to work beyond usual hours, for example during parents' evening – flexibility is required by office staff to help accommodate the smooth running of these events and administration of the school.



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Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in the job description. Such variations cannot themselves justify a reconsideration of the grading of the post. Where such duties amount to more than a temporary adjustment to the main responsibilities of this job description, it will be amended accordingly. It will be subject to periodic amendment whenever circumstances or appraisal processes dictate changes in the post holder's role within the School.

The job description is current at the date shown, but, in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title.

Signed by:	Headteacher	Date:
	Post holder:	Date: