



School Receptionist

Job Description

Post Summary: The role will be working closely with the School Secretary being the first point of contact for visitors and parents on site. Responsible for the provision of office dealing with telephone enquiries, facilities hire and providing first aid to pupils.

Post Holder:

Responsible to: Bursar delegated to School Secretary for Reception matters

Receptionist Key Tasks:

To support the School Secretary with the smooth running of the School Office between the hours of 1200 and 1800 during term time and a total of 25 hours during the school holidays. To take responsibility for the School Office between the hours of 1600 and 1800 during term time, and during the holiday working hours as required. Duties may consist of:

Reception & Office Administration

- Welcoming visitors to the school and upholding the signing in process
- Providing refreshments for ad hoc visitors to the school and external meetings as appropriate
- Processing incoming and outgoing mail, dispatching and distributing incoming mail.
- Being responsible for deliveries, checking stationary orders, notifying recipients so that they can check their orders, liaising with school Estates Manager to ensure goods are distributed promptly if Estates team's support is needed
- Answering the telephone consistently and when called away, ensure other personnel cover the phone
- Monitoring the answering machine ensuring that messages are forwarded promptly
- Relaying messages to members of staff
- Photocopying any booklets, forms etc and ensuring there is a continuous supply of these
- Ensuring that class list, iPad for InVentry are taken to the emergency meeting point in the event of a fire or other emergency
- Minute taking as required
- Responding to emails as appropriate and being responsible for the School office emails between the hours of 1600 and 1800 during term time.
- Ensuring information is up-to-date on all notice boards (digital as well as paper/handwritten)
- Being responsible for certain supplier accounts

General School Support

- Supporting the School Secretary in sending communications via the School Management Information Systems
- Supporting the School Secretary in ensuring relevant forms are received. e.g. consent forms, contact details and permissions forms
- Supporting the School Secretary in ensuring information on the School Management Information Systems remains current e.g. parental contact details and children’s photographs by regularly maintaining family details on the database
- Acting as parent liaison and first point of contact for after school clubs, minibus queries and afterschool care during the hours of 1600 - 1800
- Briefing the afternoon minibus drivers on pupil attendance
- Collating and posting Reward Cards and Pupils’ Certificates to parents on a weekly basis
- Supporting the School Secretary with completing the school absence registers
- Working with the School Accountant to process wrap around care registers for invoicing
- Updating the school website on a regular basis including term dates, school fees, updates to staff list, job vacancies etc.

Facilities Hire

- Act as first point of contact for facilities hire enquiries and to send out facilities hire packs
- Regularly update the Head and Bursar on enquiries and facilities bookings as required
- Liaise with accounts and Estates team as required
- Work closely with marketing to promote and advertise our facilities for hire
- Continuously review and seek to improve the hire procedure and customer experience

First Aid

- Undertaking and maintaining first aid training
- Assisting the first aid coordinator with medical duties and providing first aid to pupils and staff as required
- Recording pupil accidents on meditracker system as required

Other

- To support the School Secretary to ensure the School Office complies with the Data Protection Act
- To act as a member of the administrative team and to provide support and cover for other members of the team if and when needs arise
- To support the Bursar and Head with tasks as required
- Attend meetings and training courses as required

This is not an exhaustive list and there may from time to time be other matters that will be involved in the fulfilment of this role. Some of the specifics around duties may be flexible by mutual agreement to ensure the core elements of the Receptionist role can be carried out.

Signed:
School Receptionist

Date:

Signed:
Bursar

Date: