



**SCHOOL RECEPTIONIST  
Job Description**

*To work as part of the College office team, providing a friendly and welcoming service to pupils, staff, parents and visitors in a manner that truly reflects the Christian spirit of St Ambrose College. The post holder is expected to be able to prioritise tasks and to manage their workload with a minimum of supervision.*

**Salary**

The salary will be paid at Point 15 on the NJC Scale.  
36.25 hours 8.15 am – 4.15 am (45 mins unpaid lunch break)

**General responsibilities**

- To provide an efficient, professional and welcoming reception service to greet and deal with callers to reception/the office, both by telephone and in person.
- Office Stock Control and replenishment.
- To provide general clerical support associated with the role of receptionist.
- To frank all outgoing mail and distribute incoming mail.
- To wear the college uniform as provided.

<b>Reporting to:-</b>
Office Manager
<b>Liaising with:-</b>
Internal Staff at all levels, Parents/Guardians, Governors, Community Groups, other External Agencies.
<b>Main/general duties and responsibilities:-</b>
<p>To act as School Receptionist and provide general clerical and administration support under the overall guidance of the Office Manager:-</p> <ul style="list-style-type: none"> <li>• To act as first point of contact for all visitors to the school, signing in visitors, answering enquiries and relaying accurate messages as appropriate.</li> <li>• To assist staff and pupils with queries where possible.</li> <li>• Provide informal induction for new supply staff attending school (school map, registers and information regarding cashless catering, the swipe card system, details of the school day etc)</li> <li>• The timely answering and transfer of all incoming telephone calls.</li> <li>• Record telephone holidays voicemail and assist with initialising staff voicemail systems as required.</li> <li>• To undertake reception duties, answering routine enquiries and be point of contact for receiving information from children, parents, visitors and outside agencies etc.</li> <li>• To produce an internal weekly bulletin for staff information.</li> <li>• To deal promptly and sensitivity with members of the public, staff and children</li> <li>• To undertake, with diplomacy and confidentiality, pupil welfare duties: looking after sick pupils, liaising with parents/staff in accordance with school procedure. To administer First Aid and keep</li> </ul>

certificate up to date and undergo other relevant medical training. To be proactive in the replenishment of first aid stock. Keeping storage and records of pupil medication eg epipens etc.

- Provide routine clerical support to team members e.g. photocopying, filing, faxing, emailing, completing routine forms.
- Undertake basic typing, word-processing and other IT based tasks.
- Receiving and checking of deliveries.
- To check on administrative stock control ordering as necessary.
- To ensure that the reception/office area is tidy and welcoming at all times.
- To pass any message in relation to staff cover to staff cover supervisor as soon as possible and input data if requested.
- To assist with the organisation of Fire Drills.
- To post detention notifications or award postcards upon the instruction from teachers.
- To sort and record items of lost property.
- To distribute internal and external post.
- To monitor the booking of conference/interview room requirements.
- To promote a welcoming environment to visitors, having regard to security requirements of the school and deal with members of the public in accordance with the policies of the College and guidelines or procedures agreed by the Office Manager.
- If requested, to provide hospitality for visitors.
- To access data from the MIS (Progresso) system and retrieval of data as requested for the purposes of reception.
- To carry out administration in relation to collecting money/basic book keeping for school trips, charity events, ticket sales, postage etc.
- Make arrangements and assist with paperwork for visits by the school nurse, photographer, linked schools and parents in liaison with relevant staff.
- To check with bus companies in relation to travel queries and availability.
- When necessary, liaise with the Attendance Secretary in relation to the reporting of pupil absence in accordance with the College procedure and where possible cover/support in times of absence.
- To carry out administration in relation to ParentMail as requested by the Office Manager.
- To be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Contribute to the school ethos, aims and the development/improvement plan.
- Attend relevant meetings as required.
- Flexibility to provide evening/open day reception duties as required.
- Participate in training and other learning activities and performance development as required.
- To be aware that the prime function of the school is the education of students and that all duties should be carried out with a view to support this activity.
- To adhere to the school's rules and regulations relating to confidentiality and the use of ICT, e-mail and internet access.

**Health and Safety**

Co-operate with the employer on all issues to do with Health, Safety & Welfare. To keep First Aid Certificate up to date.

**Continuing Professional Development**

In conjunction with the line manager, take responsibility for personal professional development. Undertake any necessary professional development as identified in the School Improvement Plan taking full advantage of any relevant training and development available. Maintain a professional portfolio of evidence to support the Performance Management process - evaluating and improving own practice.

**Note**

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties. Elements of this job description and changes to it may be negotiated at the request of either the Principal or the incumbent of the post.