



Job Description - Front Desk Receptionist

Core purpose:

To play a key role within the administration team by taking responsibility for the front desk area of the school, both in person and through other comms such as telephone calls and emails. Additionally, by coordinating all administration staff working closely playing a lead role in managing the front desk.

Key responsibilities:

Front Desk

- To act as the first point of contact for visitors to the school, welcoming visitors in a warm, polite, and friendly manner, ensuring safeguarding requirements are followed, including conducting entry sign registration for visitors, and collecting appropriate information.
- Take responsibility for ensuring security processes are followed in that doors are closed behind all visitors and staff/student coming and going through reception, reporting any mechanical or technical issues to site staff.
- Set up and provide entry passes to appropriate staff/contractors.
- Monitor the school email regularly throughout the day, taking responsibility for ensuring that emails are passed on to the appropriate member of staff.
- As the first point of contact for callers to the school, pick up telephones in a timely fashion ensuring comprehensive messages are taken for relevant staff and passed on accordingly.
- Maintain a tidy and clean front desk area, which is compliant with health and safety requirements.
- Administer first aid when required, liaising with health room and appropriate staff/parents regarding any child who is sick, injured, or unwell.
- Take responsibility for liaising with teaching and administration staff to facilitate the sharing of up-to-date information, particularly in relation to after school enquiries from parents seeking information about the whereabouts of their child, i.e. clubs, detentions, and fixtures/events.
- Maintain stocks and supplies of stationery and other items, distributing accordingly and sharing responsibility with the other front desk officer for replenishing paper in printers and copiers when stocks run low, as well as reporting faults to photocopier engineers.
- Support with general administrative tasks across the whole team, deputising for others when required, particularly when staff are absent or need support during key periods of the cycle.
- Making and receiving telephone calls, sending and receiving emails and texts as required (using the school communication system).
- Provide administrative support in organising safety procedures, including fire and evacuation drills.



- Deal with any emergencies, as appropriate, deciding on the best course of action and if medical intervention is required, referring the matter to the Health Room, Principal or nominated first aider.
- Take responsibility for ensuring that student information is updated regularly and compliantly, and that all appropriate information is recorded in student data files accurately and in a timely fashion.
- supporting the service of a comprehensive communication channel between the school and home.
- Dealing with issues in a discreet, sensitive, and confidential manner. Ensure all information is saved and linked/recorded to ensure records are up to date and compliant.
- Maintain records/management information systems.
- Support with the preparation of paperwork for meetings.
- Book meetings and appointments.
- Be the first point of contact for queries from parents/carers, staff and external organisations, passing queries on as appropriate.
- To attend meetings and take minutes as and when necessary.
- Provide routine administrative support.
- Provide routine clerical support e.g. printing, photocopying, filling, emailing, completion of routine forms.

Additional responsibilities:

- To promote an ethos and culture that supports the school and its aims and policies.
- To act with integrity and respect toward all colleagues and stakeholders.
- To prioritise the safeguarding and wellbeing of all children in the school and participating in appropriate training.
- To comply with health and safety rules and legislation, facilitating optimum safety for staff and students at all times.
- To act in compliance with data protection legislation in respecting the privacy of personal information.
- To undertake additional duties as may be reasonably directed by your line manager where they meet the priorities of the school
- To monitor student attendance data and take action if a student has not arrived at school and no information has been given from the parents that the student is expected to be absent.



Person Specification - Front Desk Receptionist

Qualification Criteria	Essential	Desirable
Educational Qualification	Degree level qualification (level 5) or equivalent	Post graduate
Willingness to obtain and/or enhance qualifications and training for the development in the post	✓	
Administration related vocational qualification, level 5 or above		✓
Relevant Experience		
Previous administration experience	✓	
Previous experience in a people-facing role	✓	
Previous experience of working in an administrative role in a school or education context		✓
Skills		
Excellent numeracy and literacy skills	✓	
Excellent communication and interpersonal skills	✓	
Ability to maintain a professional persona and attitude with students	✓	
Ability to build relationships with students	✓	
Ability to maintain effective working relationships with adults	✓	
Highly operational individual, with a dynamic approach to workload	✓	



Effective written and verbal communication skills	✓	
Proactive approach – ability to identify issues, rectify them, or report them to the appropriate person	✓	
Excellent word processing skills	✓	
Experience of data entry		✓
Excellent verbal and written communication skills with a keen eye for detail with regard to spelling	✓	
Ability to manage own workload and prioritise tasks to meet deadlines, whilst under pressure	✓	
Understanding of health and safety requirements within a professional working environment	✓	
Personal Attributes		
Commitment to the safeguarding and welfare of all students	✓	
Presentable, reliable, and punctual with a committed approach	✓	
Warm, friendly, and people-centric	✓	
Ability to enthuse and inspire others, acting as a positive role model	✓	
Seeking a role with the ability to make a big impact, with the ability to shape the direction of the department	✓	
Flexibility around key periods		✓