



## JOB DESCRIPTION

JOB TITLE:	Receptionist
GRADE/ ROLE PROFILE REF:	Grade B
WORKING WEEKS/ HOURS:	38 weeks; 36.25 hours per week
TIMES WORKED:	7.45am – 3.30pm Monday - Friday
BASE:	Reception

### ORGANISATIONAL ARRANGEMENTS:

**Job holder:** to be appointed

**Reports to:** Office Manager

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### GENERAL STATEMENT

To represent RAISE Education Trust in a positive manner and to treat all visitors with respect, courtesy, and consideration, to ensure that every effort is made to satisfy reasonable requirements and assist in the maintenance of an attractive welcoming campus.

To carry out duties correctly and promptly in a productive and friendly working atmosphere and to assist in the creation of a safer environment by adhering to DBS and Health and Safety Regulations and agreed Codes of Practice for RAISE Education Trust employees. Attendance at training courses may be required as part of professional updating.

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### JOB PURPOSE

The holder of this post will work under the day to day direction of the Office Manager. Qualities of excellent communication, flexibility and a willingness to provide quick and efficient services are required.

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### RESPONSIBILITIES/ACCOUNTABILITIES:

- Provide a switchboard/reception service daily.
- Maintain an electronic staff and visitor sign in/out record ensuring that any DBS requirements and Fire Evacuation procedures are followed.
- Ensure that the reception area is kept smart, tidy and welcoming at all times.
- Update and maintain electronic GoogleDoc booking forms for meeting rooms.
- Update and maintain telephone list.
- Assist in locating pupils and teachers.
- Deal with enquiries from visitors, staff and pupils quickly and efficiently.

- Liaise and direct students, who support with reception duties, effectively.
  - Use SIMS to print timetables, class lists, reports etc. as required and where necessary assist with updating student absences.
  - Assist in the development of computer-based administrative systems.
  - Provide back-up support for administrative staff absence.
  - Such other duties as may be reasonably allocated or directed within the purview of the post.
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## NOTES

- The School and site is open between the hours of 6.00 am and 10.30 pm and Support Staff may be asked to carry out their duties during these hours in order to meet the operational needs of the school. Those staff who may be asked to work outside these times will have a note to that effect in their job description.
  - Hours of work/designated lunch times may be subject to change for operational reasons.
  - All applications for leave of absence, claims for additional hours, changes to published hours of working, etc. should be agreed and processed via the HR Manager and Headteacher to enable records to be kept.
  - If, at the time of interview for a post, an applicant has already booked a holiday (or other event), then that will be honoured up to six months after the starting date.
  - No other holidays will be granted during term time without a very **exceptional** reason. Notice must be given in writing at least 6 working weeks in advance.
  - In exceptional cases where time off is granted it will either be as
    - (a) unpaid leave, or
    - (b) time made up in lieu (by negotiation).
  - There are other occasions when the Headteacher may grant leave (unpaid or time made up in lieu)
    - (a) Overtime has been worked by agreement with the Headteacher.
    - (b) To attend a special event e.g. graduation.
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## FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

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## PERFORMANCE REVIEW (IPP)

All support staff undertake an annual Individual Performance Planning cycle (IPP) in line with school policy and practice. This postholder's IPP would be line managed and undertaken by the Office Manager.

Date Prepared:	June 2026
Prepared By:	HR
Date Reviewed:	
Reviewed By:	