



## Job Description Receptionist

School: Thornden

**Salary:** Grade C £24,405 to £25,430 Full Time Equivalent (FTE)

**Hours:** 37 hours per week

**Contract:** Permanent

**Working weeks per year:** 41 weeks (2 extra weeks outside of term time, to be discussed)

**Responsible to:** Administration Manager

**Start date:** ASAP

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### Principle Responsibilities

As Lead Receptionist, you will be the first point of contact for students, staff, and visitors, ensuring a welcoming and professional front-office environment. This role requires excellent communication and organisational skills to manage a busy reception area, provide administrative support, and contribute to the smooth operation of the School.

### Primary Roles

#### **Reception and Front Office Management**

- Act as the first point of contact for visitors, ensuring a friendly, welcoming and professional reception environment
- Greet and assist visitors, ensuring they sign in and are issued appropriate passes. This includes management of the gate buzzer
- Manage the reception inbox, ensuring emails are addressed promptly and efficiently
- Ensure the efficient operation of the School switchboard, including taking and recording messages for staff
- Ensure all visitors adhere to safeguarding procedures
- Manage and monitor the School's sign-in system for staff, students, and visitors, setting up events for large groups and reporting any technical issues to IT
- Support our Year 8 runners in their tasks
- Train and support staff and students to carry out reception duties
- Receive, help and direct as necessary all pupils who come to the reception area
- Manage the data for reduced timetables, ensuring students have the necessary authorisation to leave the School premises. This includes students going to and from appointments.

#### **Administrative Duties**

- Routine clerical, typing and reprographic duties as required
- Handle incoming and outgoing mail, including franking and maintaining the postage book
- Maintain and manage stationery supplies, including receiving and distributing deliveries, and photocopying sheets for site staff to assist them with their deliveries
- Oversee the booking and maintenance of the school minibus log

- Create and distribute the weekly student bulletin
- Coordinate with bus companies and Royal Mail before each half-term
- Ensure efficient completion of all reception-related tasks outlined in the annual planner

### **Events and School Support**

- Act as the 'Box Office' for concerts and productions, managing ticket sales to pupils and members of the public using the designated software system
- Support School events such as Certificate Evenings and Open Mornings
- Provide additional administrative support to the School Leadership Team as required
- Assist with annual archiving and maintaining accurate records
- Maintain the minibus bookings log
- Handle incoming and outgoing mail

### General Duties

- Work in close collaboration with other members of the Administration Department to ensure the efficient running of the School office. Support the Administration Team with a variety of clerical tasks
- Maintain a welcoming and well-presented reception and front of school areas, including notice boards and plants
- Comply with all relevant legislation, including Health and Safety and Safeguarding policies
- Assist with annual archiving and maintaining accurate records
- Undertake any other duties reasonably required within the scope of the role.

This post is classed as having a high degree of contact with children and is exempt from the Rehabilitation of Offenders Act 1974 (as amended 2013 and 2020). An enhanced disclosure with a check of the Children's Barred List will be sought through the Disclosure and Barring Service as part of HISP Multi Academy Trust's pre-employment checks.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the HISP Multi Academy Trust reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. You will be consulted about any proposed changes.