

## Receptionist

The Receptionist is the welcoming face of the school for our youngest learners, their families, and the wider community. This role is centered on creating a warm, safe, and professional environment, ensuring that parents feel supported and that visitors are managed with the highest standards of care and security. Working closely with the Office Manager and Senior Leadership Team, the Receptionist ensures the smooth daily operation of the front-of-house, acting as a vital link between home and school.

### Core Purpose

- Provide a nurturing, professional, and helpful first point of contact for pupils, parents, and visitors.
- Maintain a vibrant and organised reception area that reflects the academy's inclusive primary ethos.
- Manage front-line communications and school systems to support the needs of a busy primary setting.
- Uphold rigorous safeguarding and entry protocols to ensure the safety of all children.

### Key Areas of Responsibility

#### 1. Front of House & Parental Engagement

- Greet all pupils, parents, and visitors with a professional and welcoming manner.
- Maintain a high standard of organisation in the reception area, ensuring it is a safe and inviting space.
- Act as a helpful point of contact for parents, assisting with enquiries regarding school clubs, lunches, and daily routines.
- Ensure that primary-specific information, such as newsletters and academy brochures, is readily available.

#### 2. Communication & School Systems

- Answer, screen, and direct incoming calls, providing clear information or redirecting to the relevant staff member.
- Monitor the main school email account, ensuring messages from parents are handled or escalated promptly.
- Support the use of parent communication and payment platforms (e.g., ParentPay), assisting families with login or transaction queries.
- Maintain accurate pupil records, updating contact details and class lists as information is received from families.

### **3. Safeguarding & Pupil Welfare**

- Maintain school security by managing the visitor sign-in process and issuing identification badges.
- Support the Vice Principal with attendance monitoring, including conducting first-day calling for absent pupils.
- Ensure all visitors are aware of the academy's safeguarding procedures immediately upon arrival.
- Handle sensitive information regarding pupil welfare with absolute confidentiality and care.

### **4. Operational Support**

- Coordinate the receipt and distribution of incoming mail and deliveries to staff.
- Assist in organising meeting rooms for parent consultations or external agency visits.
- Monitor and order office and reception supplies as directed by the Office Manager.
- Provide essential administrative support, such as proofreading parent correspondence and assisting with school mail-outs.

## **Professional Expectations**

This job description outlines the general duties and responsibilities of the post but does not specify the time allocation or detailed working methods for each. Duties may evolve in line with the changing needs of the academy, and the description will be reviewed at least annually in consultation with the post holder.

Flexibility and collaboration are key aspects of the role. The SENCo is expected to contribute to the wider leadership of the school and support the development of inclusive practice across all departments and phases.

## **Safeguarding and Pupil Welfare**

All responsibilities must be carried out in line with the Trust's safeguarding policies. The SENCo plays an essential role in promoting a safe, supportive environment for all pupils, especially those who may be more vulnerable due to their individual needs.

Staff are expected to understand the indicators of abuse and neglect, and to take prompt, appropriate action where concerns arise. All members of staff must be familiar with the latest Keeping Children Safe in Education guidance and engage with annual safeguarding training.

## Person Specification – Receptionist

This section outlines the essential and desirable attributes expected for the role of Receptionist.

### Qualifications and Training

#### Essential:

- A high level of literacy and numeracy.
- Proficient in Google Workspace, or similar systems.

#### Desirable:

- Evidence of recent professional development related to school administration or customer service.
- Training or accreditation in areas such as First Aid or Safeguarding.

### Experience

#### Essential:

- Proven ability to work effectively with parents, colleagues, and external professionals.
- Experience in prioritising a diverse workload in a busy environment.

#### Desirable:

- Previous experience in a front-facing reception or customer service role.
- Previous experience working within a primary school or early years setting.
- Experience using digital school systems such as Bromcom, ParentPay, or CPOMS.

### Professional Knowledge, Skills and Understanding

#### Essential:

- Excellent communication skills, both verbal and written, tailored for a range of audiences including young children and families.
- Outstanding attention to detail and organisational skills.
- Ability to maintain absolute confidentiality and follow data protection protocols at all times.
- Understanding of the importance of school security and visitor management.

#### Desirable:

- Knowledge of safeguarding and "Keeping Children Safe in Education" guidance.

## Personal Qualities and Attributes

The role requires an individual who is **approachable, empathetic,** and **professional** in all interactions, serving as a **positive role model** for pupils. A strong **commitment to inclusion** and the belief that every child can thrive is at the heart of their practice. They must demonstrate **resilience and adaptability,** maintaining a **calm, solution-focused approach** when managing busy periods or complex situations. The successful candidate will possess a **reflective mindset and a "can-do" attitude,** showing a willingness to engage in continuous learning and contribute to a **culture of collaboration** and high expectations across the academy.

