

Job Description – Receptionist

Job Title	Receptionist
Reports to	Data & Administration Manager
Job Purpose	To provide efficient and professional administrative support, acting as the first point of contact for visitors, parents, staff and students.
Duties	<ul style="list-style-type: none"> • to greet visitors to the school and liaise with appropriate staff. • to answer the telephone and take and distribute messages. • to undertake administrative duties arising from the registration of student lateness and absence. • to assist with maintaining student records and undertake basic data input as required. • to ensure that security procedures are adhered to, issuing badges and ensuring visitors sign in and out using InVentry. • to undertake tasks relating to the distribution and sending of post and receipt of small deliveries. • to be responsible for the general tidiness of the Reception area, including maintenance and upkeep notices and leaflets. • to provide efficient administrative support as part of the office team. • to receive and deal with enquiries from parents, staff, students and governors, both over the telephone and in person. • to assist with first aid, as and when required, (with First Aid training). • to have oversight of the medical room • to contact parents and relatives when students are too ill to stay in school and arrange escort home for sick students. • to provide support to the office including the production of letters and filing • to provide administrative support to the Senior Leadership Team • to provide support with events planning and organisation • to maximise efficiency of support provided • to maintain confidentiality and Data Protection adherence at all times • to be involved in the development of CTTC students attached to the school as part of the Colchester-based programme • to contribute to the development of the school as part of Alpha Trust
General	<ul style="list-style-type: none"> • To undertake any training commensurate with the post. • To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager. • To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace • Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy • The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. • The duties above are neither exclusive nor exhaustive and the postholder may be required by the Executive Principal or Associate Principals to carry out appropriate duties within the context of the job, skills and grade.

<p>Health and Safety</p>	<p>Under the Health and Safety at Work Act 1974 all employees are responsible for:</p> <p>Looking after their own safety and the safety of others affected by their work Co-operating with the School, by following safe working practices and carrying out their health and safety responsibilities as detailed in the School's policies, risk assessments and health and safety standards. Reporting to their line manager any hazards they identify and any inadequacies in health and safety procedures. Taking part in any health and safety training and development identified as necessary by the Executive Principal or their Line Manager. Using work equipment provided correctly, in accordance with instructions or training. Ensuring that if they organise projects or activities involving students or other non-employees, risks are assessed as part of the planning stage and control measures implemented. Reporting health and safety incidents, in accordance with the School's health and safety Incident Reporting Procedure. Contributing to the safety education of students through the formal and informal curriculum. Ensuring that any visitors in their care follow health and safety instructions. Effective supervision and safety of students under their care. This includes ensuring that students follow health and safety instructions.</p>
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This job description does not form part of the contract of employment. It describes the way the position is carried out above.

It will be reviewed annually as part of the Performance Management cycle.

Reviewed August 2025

Person Specification

General Heading	Detail	Examples
Qualifications and Experience	Specific qualifications and experience	Experience of reception work in a busy office environment. Qualified in first aid or prepared to undertake first aid training. Able to work accurately with particular attention to detail.
	Literacy	English to GCSE Grade C and above or equivalent
	Numeracy	Maths to GCSE Grade C and above or equivalent
Communication	Written	Ability to write detailed reports, letters etc.
	Verbal	Ability to exchange complex and sensitive information clearly with children and adults
	Listening	Ability to actively listen and seek to overcome communication barriers
	Negotiating	Ability to consult effectively with children and adults
	Confidentiality	Ability to keep information confidential
Working with Children	Behaviour Management	Understanding and implementation of school behaviour management policy
	SEN	Understand and support the differences in children and adults in relation to ICT
	Curriculum/School Organisation	General understanding of the school curriculum and organisation structure and the importance of ICT
	Child Development	Understanding of how ICT contributes to the way in which children develop
	IT Skills	Ability to use IT such as Word and Excel
	Child Protection & Safeguarding	Basic understanding of requirements and responsibilities under Child Protection & Safeguarding
	Health and Well Being	Understand and promote the value of emotional and physical well-being in adults and children Take responsibility for own wellbeing

Working with Others	Working with partners	Ability to form effective relationships with those working in and with school external partners
	Relationships	Patience and the ability to deal with a wide range of demands from a variety of people Ability to establish rapport and respectful, trusting relationships Ability to build open and honest relationships
	Team Work	Work effectively as part of a team Ability to work independently Know how and when to seek support
	Information	Ability to provide clear, timely and accurate information
	Equalities	Demonstrate commitment to treating all people fairly
Skills	Organisational and Time Management Skills	Good organisational skills Ability to prioritise work and manage own time effectively Flexible attitude to day to day tasks
	Time Management	Ability to plan and manage own time effectively
	Creativity	Ability to follow instructions Ability to resolve problems independently
	CPD	Demonstrate commitment to own and others professional development

