

Job Title	<i>Receptionist (Part time –30 hours over 5 days a week – Term time only. 8.30am – 2.30pm)</i>
Responsible to	<i>Bursar</i>
Key Internal Contacts	<i>Staff in other departments, pupils</i>
Key External Contacts	<i>pupils relatives, advocates and others</i>

JOB PURPOSE

To provide a professional, welcoming and efficient reception and administrative service as the **first point of contact** for pupils, parents, staff, visitors and external agencies. As the face of Meoncross School, the Receptionist plays a vital role in creating a positive first impression, delivering exceptional customer service and supporting the smooth day-to-day operation of the school office with professionalism, discretion and efficiency.

This is a busy, fast-paced and varied role at the heart of the school. The successful candidate will thrive in an environment where priorities change quickly and interruptions are constant. At any one time, you may be answering telephone calls, welcoming visitors, responding to the door entry system, assisting pupils, supporting staff, handling parent enquiries and carrying out a range of administrative tasks. The ability to remain calm, organised and approachable while managing multiple competing priorities is essential.

The ideal candidate will be highly organised, proactive and adaptable, with excellent communication and interpersonal skills and a genuine commitment to delivering outstanding customer service. They will enjoy working with people, have a positive and professional approach, and be able to prioritise effectively without compromising the quality of service provided.

This role is ideally suited to someone who enjoys working in a dynamic, people-focused environment and takes pride in being the central point of contact within a busy school community. It is not suited to someone seeking a quiet, predominantly task-based administrative role with long periods of uninterrupted desk work.

Previous administrative experience is essential, and experience of working within a school environment is desirable. The role also includes acting as a Primary First Aider; therefore, the successful candidate must hold a current First Aid qualification or be willing to undertake the appropriate training.

KEY TASK AREAS & RESPONSIBILITIES

Main Tasks

- Act as the **first point of contact** for pupils, parents, staff, visitors and external agencies, providing a professional, welcoming and responsive reception service.
- Deliver exceptional customer service, ensuring every interaction reflects the values and high standards of Meoncross School.
- Support the Bursar, Office Manager, School Office and wider support teams in the efficient day-to-day running of the school through the provision of high-quality administrative support.

- Maintain the smooth operation of the busy school office by effectively managing multiple priorities, responding to frequent interruptions and ensuring enquiries are dealt with promptly and professionally.
- Ensure the security of the school site through the effective management of visitors, contractors and deliveries in accordance with school safeguarding and security procedures.
- Support the welfare of pupils by assisting with the administration of First Aid and the safe management of pupil medication.
- Maintain accurate records and handle confidential information with integrity, discretion and in accordance with GDPR and school policies.
- Promote and safeguard the welfare of children and young people, ensuring safeguarding responsibilities are understood and embedded in all aspects of the role.
- Act as an ambassador for Meoncross School, promoting the school positively to prospective families, visitors and the wider community.
- Contribute to the wider life of the school by supporting events, open days and other activities as required.

Job Activities

- Welcome and assist pupils, parents, visitors, contractors and external agencies, ensuring safeguarding and visitor management procedures are followed at all times.
- Answer, screen and direct incoming telephone calls, taking accurate messages and responding to enquiries in a professional and courteous manner.
- Monitor and operate the reception door entry system, ensuring only authorised individuals gain access to the school site.
- Receive, process and respond to internal and external enquiries, referring matters to the appropriate member of staff where necessary through the checking of shared mailboxes in Outlook and Blenheim Connect
- Provide comprehensive administrative support, including preparing correspondence, reports, letters, spreadsheets and other documentation.
- Produce reports and documentation for school trips, sporting fixtures, educational visits and events.
- Undertake photocopying, scanning, filing, typing and document collation to support the efficient running of the school.
- Maintain accurate electronic and paper filing systems, ensuring records are organised, up to date and securely stored.
- Receive, sort and distribute incoming post and departmental mail, opening correspondence where appropriate.
- Assist the Admin Assistants and Office Manager with the administration of pupil attendance records and other pupil data as required.
- Support the First Aid provision by administering basic First Aid (following appropriate training), maintaining First Aid records and ensuring accident documentation is completed accurately.
- Safely receive, store and administer pupil medication in accordance with the school's Administration of Medication Policy.
- Report concerns relating to safeguarding, health and safety, behaviour or pupil welfare in line with school procedures.
- Ensure reception, waiting areas and the school office remain tidy, welcoming and representative of the school's high standards.
- Attend staff meetings, INSET days, training sessions and professional development opportunities as required.
- Support the organisation and delivery of school events, including Open Days, Presentation Evenings, Parents' Evenings and other school functions.

- Promote positive relationships with pupils, parents, colleagues and visitors, demonstrating professionalism, discretion and excellent customer service at all times.
- Carry out any other duties commensurate with the grade and responsibilities of the post, as reasonably directed by the Headteacher, Bursar or Senior Leadership Team.

Accountability

- As a member of staff at the School you will:
 - fulfil all aspects of the main tasks identified on your job description
 - fulfil all aspects of the job activities identified on your job description
 - fulfil the following generic aspects:
 - conduct themselves in a professional manner
 - adhere to the school dress code
 - to complete paperwork as and when required

Salary & Conditions

In accordance with the School Pay Scales and Conditions of Service.

This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed. This is a common occurrence and would not justify a reconsideration of the grading of the post.

The school is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. This post is exempt from the Rehabilitation of Offenders Act 1974. Any offer of employment will be subject to an enhanced DBS check.

PERSON SPECIFICATION

Experience	Essential	Desirable
Previous experience of working with young people, preferably in an educational setting		✓
Previous experience in a busy reception, front-of-house or administrative role.	✓	
Experience of delivering excellent customer service to a wide range of people.	✓	
Experience using school management information systems (e.g. iSAMS, SIMS or similar).		✓
Experience of managing multiple tasks simultaneously in a fast-paced environment.	✓	
Experience of handling telephone, email and face-to-face enquiries professionally.	✓	
Experience of working with confidential and sensitive information.	✓	
Experience of using Microsoft Office applications (Word, Excel, Outlook and Teams) to a competent standard.	✓	
Experience of prioritising workload and working under pressure while maintaining accuracy.	✓	
Experience of working effectively both independently and as part of a team.	✓	
Be willing and able to offer new ideas to the current curriculum.		✓
Experience administering First Aid in the workplace.		✓
Experience of supporting admissions, school events or parent communications.		✓

Experience of managing visitor procedures within a secure environment.		✓
Experience of administering pupil medication in line with organisational procedures.		✓
Experience of working with children and young people.		✓
Experience of using office equipment such as multi-function printers and document management systems.		✓
Skills	Essential	Desirable
Good computer literacy skills	✓	
Ability to work as part of a team	✓	
Flexible approach to working	✓	
The ability to handle confidential matters with discretion	✓	
Ability to build relationships with children & young people	✓	
Ability to work on own initiative	✓	
Ability to prioritise tasks	✓	
A willingness to receive further training as appropriate to the position.	✓	
Excellent inter-personal skills, especially with children/parents.	✓	
Excellent word processing and IT skills.		✓
Qualifications & Training	Essential	Desirable
GCSE Grade C or above in Mathematics and English Language or equivalent qualification or skill level	✓	
A Levels or equivalent, NVQ level 2 Business Administration		✓
Further relevant professional qualifications and professional development work.		✓
First aid qualification		✓
Other	Essential	Desirable
Positive and approachable with patience and the presence to inspire confidence and trust	✓	
Be positive, well organised and energetic, with a good sense of humour	✓	
Willing to work flexibly as the needs and demands of school fluctuate. Strong working ethos with a high level of commitment to the school and its values.	✓	
A nurturing nature which will support and develop the wellbeing of all pupils.	✓	
Adaptable and sensitive when dealing with challenging and sometimes demanding situations with the ability to be reflective, self-critical and to respond to feedback understanding the need for confidentiality.	✓	
Ability to work effectively as part of a team and form positive relationships with pupils, parents and carers, colleagues and the wider community.	✓	