

JOB DESCRIPTION

Department	LITTLE LEVER SCHOOL
Job Title	RECEPTIONIST – PERMANENT
Grade	GRADE D SCP 6 - 11 – ACTUAL ANNUAL SALARY (£22,254 - £24,098)
Hours	37 HOURS A WEEK. TERM TIME + 5 DAYS
Primary Purpose of the Job	To assist the Office Manager to support the school in fulfilling its teaching and learning purpose both effectively and efficiently
Principal Responsibilities	Provision of office and administrative support services in school Support and maintain the use of information technology systems and software Deliver an efficient reception service for the school Confidence in delivering excellent customer service
Responsible to	OFFICE MANAGER / BUSINESS MANAGER
Responsible for	The provision of an effective and efficient administration and reception support service in the school

MAIN DUTIES

- Act as the first point of contact in response to telephone and face to face enquiries, be customer service driven and provide this service function to students, parents/carers and other visitors to the school
- Answer all incoming calls and distribute accordingly, relay clear precise professional messages to staff
- Ability to deal confidently with customers/students/parents/carers/colleagues/Governors and other external agency personnel and develop customer relationships
- Show confidence, tact, diplomacy and integrity whilst building and maintaining professional relationships with staff and students maintaining a level of service and professionalism expected by the trust
- Follow DBS procedures and have extensive knowledge of what vetting guidelines the school follows and implement them to visitors on arrival
- Ensure the arrival and departure of all visitors is logged
- Attend to students who are feeling unwell and liaise with parents if needed and collect students from class where necessary
- To be able to remain calm in a very busy reception area
- To provide administrative and clerical support to the school and teachers as required, including reception duties, assisting the attendance team, office support, reprographics and first aid
- To receive and assist students, parents/carers and visitors offering outstanding customer service
- To work effectively with other team members to help support and improve the work of the team
- Assist the attendance team, record student late arrivals, absence or signing out
- To communicate to staff, parents/carers, visitors and contractor's information using the appropriate media
- To be able to input data and produce reports as required using the appropriate systems

- Follow fire evacuation procedures and be a fire marshal
- Sort and distribute incoming mail and deliveries
- Assist with arrangements for visits, i.e. school nurses and school photographer
- To provide a high-quality reprographics service in an effective and efficient way, considering departmental budgets
- To contribute to the planning and resourcing of meetings and events
- Contribute to ordering office supplies and distributing ordered goods when delivered
- To receive, record, manage and monitor lost and confiscated property items
- Be First Aid trained (or work towards it) and be the primary contact for First Aid as required
- To effectively use information technology systems and software, knowledge of using SIMS (desirable but not essential)
- Oversee the tidiness and general appearance of the immediate working environment and reception areas and meeting rooms
- Have a high level of attention to detail

Other:

- Comply with the academy's Child Safeguarding procedures, including the regular liaison with the DSL over any safeguarding concerns
- Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation
- Comply with academy policies and procedures at all times

This job description may be amended at any time following discussions between the Principal and the post holder and will be reviewed annually as part of the school self-review programme. The post holder may reasonably be expected to undertake other duties commensurate with the level of responsibility that may be allocated from time to time.

Date Job Description prepared/updated	March 2026
Job Description prepared by	HR