Job Description

Job Title	Receptionist	School	Wollescote Primary School
Post Number	SCH047Q		
Grade	3	Salary	£26,016 - £26,427 FTE subject to pro rata
Reports To	Lynne Hudson		

Purpose of the Job

Level 2 staff provide more specific support and work under the supervision and guidance of the Head Teacher/ Administration Manager/Secretary. Key Features: To provide reception and clerical support for the school, through undertaking tasks which require some generalist skills and knowledge.

Main Activities

Administrative Duties

- To act as a point of contact for all school enquiries either by telephone, email or face to face and contribute to the smooth running of the school reception.
- To arrange any hospitality requirements and meeting room facilities as and when directed.
- Locate pupils in lessons to pass on urgent messages from parents and/ or teaching staff.
- To contact parents / legal guardians regarding; truanting or excluded pupils; asking for the collection of sick pupils on the behalf of other staff.
- To type documentation as required.
- To update manuals.
- To ensure that the reception area is kept tidy, informative and welcoming to visitors at all times.
- To search information and data input information into school systems as required.
- To photocopy documents and materials as directed.
- To record and sign visitors and pupils in and out of the school.
- Issue visitor passes where necessary.
- Receive admission enquiries from parents – take initial contact details from parents, pass to appropriate member of senior staff. Arrange appointment times where requested.
- To act as a contact for the caretaker/ site assistant.
- Telephone 999 for ambulance and/ or police attendance when requested in an emergency situation.
- Support school events
- Attend school trips

Support for the School

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person.
- Contribute to the overall ethos/work/aims of the school.
- Participate in training, other learning activities and performance development as required.
- Attend and participate in meetings as required.
- Any other duties commensurate with the duties/responsibilities/grade of the post
- All staff in school will be expected to accept reasonable flexibility in working arrangements and the allocation of duties including duties normally allocated to posts at a lower responsibility level, in pursuance of raising pupil achievement and effective team working.

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Special Conditions	This post is subject to the enhanced DBS checking process. **We are committed to safeguarding and promoting the welfare of the children; therefore, the post is subject to medical clearance and an enhanced DBS check under the Rehabilitation of Offenders Act 1974** The exact focus of the role will be decided at school level and will take account of the needs of the school and the development needs of the member of staff. The salary stated is the all year round, full-time salary. This post is 35 hours per week, 39 weeks (Term Time Only) Actual Salary £21,167.20 - £21,578.91pa
Car Allowance	N/A
Prepared By (Section/Mgr)	Rachel Jones
Review Date	01.09.2018

Person Specification

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Criteria (Essential)	Assessment By: Application	Interview	Test
	√	√	√
Experience			
Experience in a customer service environment.	√	√	
Experience of general clerical/administrative duties.	√	√	
Qualifications / Training			
NVQ Level 2 in Administration or relevant subject or equivalent qualification.	√	√	
Good literacy and numeracy skills.	√	√	√
Practical Skills			
Ability to demonstrate knowledge and use a wide range of current ICT systems and packages.	√	√	√
Ability to use relevant technology and equipment e.g. computer/ keyboard/ photocopier	√	√	√
Good keyboard skills.	√	√	√
Personal Qualities and Attributes			
A Knowledge of Equality & Diversity issues.	√	√	
Ability to understand and relate well to children and adults.	√	√	
Ability to work constructively as part of a team, understanding school roles and responsibilities and own position in these.	√	√	

Ability to identify your own training needs and willingness to participate in training and development opportunities.	√	√
To comply with the Schools commitment, policies and procedures in relation to the protection and safeguarding of children.	√	√

Prepared By	Lynne Hudson
Date	01.01.2026