



## **Receptionist and Administration Clerk**

**Grade/Salary:** BG – K / BG - J depending on experience

**Hours:** 37 hours per week

8.15am – 4.15pm Mon-Thurs, 8.15am – 3.45pm Fri

**Term Time plus INSET**

**Start Date:** September 2025

### **Introduction:**

The candidate is expected to be committed, enthusiastic and professional. They should be able to communicate well with pupils, parents, staff and visitors and have good organisational skills. They should be receptive to new ideas, have a sense of humour and be willing to learn.

### **Job Purpose:**

- To provide a first class and welcoming service to **all** visitors to the School.
- Manage and organise work of a confidential and complex nature, with considerable tact, diplomacy and a high level of commitment, customer care and flexibility.
- To ensure that the School Reception is kept clean, tidy, purposeful and welcoming at all times.

### **Designation of post and position within departmental structure:**

The post holder will report directly to the School Business Manager, and be deployed as necessary within the school.

### **Duties:**

- Present a professional, welcoming service, greeting all visitors, students and staff positively.
- Establish good working relationships with all school staff, students and visitors.
- Maintain security by ensuring that all visitors are signed in via Inventry, issued with a yellow or red lanyard security badge.
- Ensure the visitor policy is followed at all times and details of DBS individuals are taken, timestamped and passed to the SBM to be included on the SCR.
- In collaboration with colleagues ensure that the Reception area is always manned.
- Answer, screen and forward incoming telephone calls and emails, answering queries where possible and redirecting appropriately.
- To assist the administration team with various administrative duties including photocopying, scanning, shredding and filing.
- Sort and distribute post to relevant members of staff in a timely manner. Including managing deliveries; checking all goods received against orders and liaise with site controller and Bursar to ensure correct distribution of goods to staff.
- Maintain the Reception area to a high professional and organised standard, ensuring an appropriate and purposeful first impression of the school to visitors.
- Personally deliver urgent messages to staff/students.
- Maintain a computerised reservations system for the booking of meeting rooms.
- Be the first point of contact for any IT or printing issues, coordinating repairs as required and providing reprographic support to teaching staff as required.
- Complete daily staff sign in report, inform SBM of any absences and update staff message board.
- Create and maintain the school internal telephone extension list.
- Maintain and update staff pigeon-holes.
- Create and distribute the school term dates document when dates are confirmed the LA.
- Coordinate Student Data Collections, ensuring that communication lists are accurate and restrictions are adhered to.
- Update student records on the MIS system as required, ensuring that any changes are received in writing and filed.
- Coordinate, compile and distribute the school newsletters to families. Including sourcing information and liaising with the SLT on layout, content etc and meeting deadlines for each draft.

- Manage the accounts of and respond to any queries regarding the school fruit and veg and free milk provisions.
- Assist with any school lunch enquiries from students, staff, families or kitchen staff.
- Manage and record all late arrivals to the school (including lunch requirements) together with appropriately logging any early collection of pupils
- Assist with pupil absence management, including weekly letters for N codes and LA reports.
- Chase any unexplained absences via telephone call or Parentmail(messaging system)
- Ensure parents/carers sign children out to take any pupil out of school for any reason – notify teachers and collect individuals when necessary
- Administer First Aid, (First Aid training provided if not already held) medicine and welfare duties including looking after sick pupils including asthma and allergy action plans and care plan renewals, medication management, and liaising with families, when necessary, in line with school policies and procedures.
- Carry out First Aid provision audits and report to Line Manager on any identified concerns.
- Monitor stationary/first aid supplies, place orders when necessary and ensure orderly storage.
- Complete all necessary forms, first aid kit checks, paperwork and student lunches for school trips. Prepare a trip kit for the lead member of staff.
- Provide administrative support for the schools extra-curricular and after school activities.
- Manage user access to the Tapestry platform.
- Provide administrative and in person support as required to school events; including but not limited to school brochures, open days, celebration assemblies, performances etc.
- Carry out any other duties deemed appropriate and considered necessary by the Line Manager and/or Headteacher.

### **General Duties**

- Comply with policies and procedures relating to child protection, health, safety, welfare, security, confidentiality and data protection, reporting any concerns to the appropriate person.
- Actively support the School and Borough Equal Opportunities Policies
- Contribute to the overall aims and targets of the school, appreciate and support the roles of other members of the school team and attend and participate in relevant meetings as required.
- Be aware of and take part in the school's performance management framework and participate in training and development activities as required
- Undertake any other similar duties as required

### **Safeguarding of Students and Duty of Care**

- All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.
- All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.
- Annual safeguarding training is offered to all staff at Wildridings Primary School, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the Keeping Children Safe in Education document (DfE)

### **Notes**

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the school at the reasonable discretion of the Headteacher. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.

### **Person Specification**

Criteria	Essential	Desirable
<b>Qualifications</b>	A minimum of Grade C at GCSE (or equivalent for English and Maths)	Higher Level Education
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Customer Service</li> <li>• Administration experience</li> </ul>	<ul style="list-style-type: none"> <li>• Reception experience</li> <li>• Previous experience of working in a school setting</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Basic Microsoft Office packages including word, excel and teams</li> </ul>	<ul style="list-style-type: none"> <li>• Safeguarding in the school environment</li> <li>• Cloud based office systems</li> <li>• MIS systems</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Good interpersonal skills</li> <li>• Ability to keep calm under pressure</li> <li>• Positive and cheerful personality</li> <li>• Work accurately, efficiently and to an excellent standard</li> <li>• Good organisational skills, able to prioritise</li> <li>• Computer literate</li> <li>• Confident and clear telephone manner</li> <li>• Ability to communicate well and clearly at all times</li> <li>• Highly professional demeanour</li> <li>• Ability to work as part of a team</li> <li>• Ability to use initiative</li> <li>• Able to maintain confidentiality</li> <li>• An empathetic and caring attitude</li> <li>• Ability to be assertive</li> <li>• Able to adapt in a fast paced environment</li> <li>• Good sense of humour</li> <li>• Emotional intelligence</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Neat, tidy professional appearance</li> <li>• Pleasant and friendly manner</li> <li>• Confident approach to varied situations</li> <li>• Willingness to develop and attend training courses</li> </ul>	
<b>Commitment and other requirements</b>	<ul style="list-style-type: none"> <li>• First aid at Work – 3 day course – training will be given</li> <li>• Safeguarding – training will be given</li> <li>• Support and adopt Health &amp; Safety initiatives</li> </ul>	