



**Job Description: School Receptionist**

**Reports to:** Admin Lead and Headteacher  
The post holder will be expected to liaise with staff across the organisation to ensure a consistency of approach regarding standards, support, transition and quality of provision.

**Review and Amendment:**  
This job description will be reviewed annually and may be subject to modification and amendment following consultation between the Headteacher and the post holder.

**Purpose of the Job:**  
The School Receptionist is the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school the receptionist should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can-do' approach to work, as no two days are the same.

The receptionist is also required to assist the Admin Lead with various administrative tasks, requiring a good level of IT skills.

**Key Tasks and Responsibilities:**

- To act as the first point of contact for the school: welcoming visitors and responding to telephone/email enquiries in a helpful and constructive manner. Ensure that appropriate actions are taken in a timely manner and are in accordance to the schools safeguarding procedures
- Ensuring the safety and security of the school at all times, making sure that the front doors are locked and entry to the premises controlled. Ensuring that all visitors sign in and take a visitor badge where necessary
- Communicating with parents regarding all aspects of school life, receiving and passing on information, between parents and teachers, including phoning parents to ascertain reasons for pupils' absence. Recording student absence on the school's management system
- To collate information regarding student absence and maintain accurate registration details (including filling in missing marks). Produce reports based on student attendance and absence
- To undertake filing in accordance with the established systems as requested. To work within and maintain all school established administrative systems and procedures
- Assisting with all admissions related tasks, including preparations for and assistance with school reports, taking calls and recording details of enquiries from prospective new families
- Maintaining and updating school information, records and databases. Ensuring parent contact information and medical information is up to date
- Receive, sort and distribute all packages/post to the relevant staff members. To send all outgoing post
- Ensure the reception area is kept smart and tidy
- To supply existing students with additional uniform (at parents request)

📍 Oak Tree School, Truro Business Park, Threemilestone, Truro, Cornwall TR4 9NH

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- To ensure all transport requests for existing students are completed in a timely manner and follow school procedures. This involves liaising with the taxi firms, parents and staff
- To maintain confidentiality of information acquired in the course of undertaking duties for the school
- To attend training as and when needed, such as Safeguarding and CPI Training
- To ensure all policies are kept up to date
- To act as a member of the administration team and to provide support and cover for other members of the team when the need arises and as directed by the Front Office Team Leader.
- Any other reasonable duties commensurate with the position



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## Person Specification

Job Title: School Receptionist

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<b><u>Relevant Experience</u></b>	Good practical knowledge and experience of working in an office environment.  Practical experience of telephone network systems, word processing programmes, & other related computers systems including E-mail.	Clerical work experience from a school/college environment.	Application form/Interview.
<b><u>Education &amp; Training</u></b>	Attainment of GCSE qualifications or equivalent to include Maths and English.	Attainment of NVQ level 2 qualification or equivalent in administration/clerical related field.	Application form/Interview.
<b><u>Special Knowledge &amp; Skills</u></b>	Good typing and word processing skills (Word, Excel, Powerpoint)  Good oral and written skills.  Good communication skills.  Good organisational skills.	Knowledge of Publisher, electronic display and presentation formats.	Application form/Interview.



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<b><u>Any Additional Factors</u></b>	Excellent personal presentation.  Reliable and punctual.  A discreet, confidential, professional and friendly approach.  Able to work on own initiative.  Enjoys working with young people & children.  Motivated and have flexible attitude to working.  Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.		Interview.
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We are committed to safeguarding children and the successful applicant will be required to undertake an enhanced criminal records disclosure check.