



Job Description: School Receptionist and Auxiliary site support

Reports to: School Business Manager 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 across all Wessex Lodge School sites and have a 'can-do' approach to work, as no two days are the same.

The receptionist is also required to assist the admin team 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, professionals and visitors. Receiving and passing on accurate information.
- To collate information regarding student absence and maintain accurate registration details (including filling in missing marks).
- 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 ensure all staff boards are kept up to date with required information.

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Nunney Road
Frome
BA11 4LA
01373 453414



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Maiden Bradley
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- To act as point of call / administer for First aid and report injuries/accidents in line with company policy.
- Transfer fleet cars to and from the garage when directed to do so.
- 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, CPI Training and Thrive training.
- To embrace the Thrive approach into all aspects of your working life.
- 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 Senior Administrator/SLT team.
- Any other reasonable duties commensurate with the position.

Auxiliary Site support

To provide support and cover for Auxiliary site support team members when they are absent.

- To prepare and serve hot meals to staff and students
- Be responsible for ensuring the cleanliness of food cabin area and for maintaining high and consistent standards.
- Take initiative to perform cleaning and tidying tasks that are not specifically contained within the rota but require attention as part of maintaining overall high standards.
- Ensure Health & Safety, quality and general procedure compliance
- Report any Health and Safety issues to the Site Manager and Health and Safety Officer
- To attend any of the job training sessions as required
- To ensure compliance with Food Safety and Health & Safety Legislation
- To ensure that protective clothing is worn as and when required.
- Maintain knowledge of Health & Safety Regulations as they relate to the operation of cleaning equipment and the dilution of cleaning materials, and food hygiene.
- Knowledge of COSSH and the safe use of chemicals.
- Knowledge of cleaning best practises.
- Disposing of waste
- Good standard of personal hygiene
- Ability to work on own initiative
- Ability to prioritise tasks

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Person Specification

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ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Relevant Experience	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. Website design experience.	Application form/Interview.
Education & Training	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.
Special Knowledge & Skills	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. Health and safety knowledge /qualification Food based experience qualifications	Application form/Interview.
Other	Full UK driving licence	First aid qualification	Application form/Interview. Application form/Interview.

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