

Role Profile: School Receptionist

Purpose

To be based in the front of house reception, responsible for the general smooth running and administration of the school. To ensure a pleasant and tidy first point of contact for visitors, and deal with queries from parents, students, and staff. Also, to provide consistent, accurate, efficient, and effective support to the Operations Manager and to the Admin Team for the development and operation of the admin functions as directed by the Headteacher or Operations Manager.

Key Accountabilities

For Reception:

- To provide customer support and administration services for the School. The Receptionist will manage the reception area, ensuring all visitors, contractors etc. are greeted professionally and that the necessary security and safety procedures are followed.
- The Receptionist will also ensure telephones are answered promptly and general queries dealt with professionally and promptly as well as managing all internal and external post in a prompt and efficient manner.
- To meet and greet parents and visitors upon arrival.
- General administration duties including formatting and sending correspondence, diary management, and responding to student and teacher enquiries.
- Manage pupil attendance records. Report pupil absences to the relevant classes. Check that class registers are completed promptly and include the appropriate absence codes wherever known. Provide attendance reports as requested.
- Monitor and follow up student attendance using relevant MIS software.
- Maintain accurate pupil information and files and ensure correlation to hard files.
- To order stock when necessary and ensure that supplies are kept topped up, such as stationery and tuck orders.
- To support with booking office maintenance repairs, such as printers.
- Act as the school's first aid coordinator.
 - Assist with first aid incidents (training provided).
 - Administer medication.
 - Keep medical records updated, ensuring that medications are clearly labelled and securely stored in the medical room.
 - Keep a record of first aid incidents on the school's medical-tracker system.
- Prepare and send out correspondence including school letters using the school's communication system.
- Act as a distribution point for reports, external mail, and deliveries.

- To liaise with the site team to ensure reception and communal staff areas are kept tidy and well-stocked.
- Any other duties assigned by the Headteacher
- Collecting and recording of pupil data, dietary and medical information, and relevant authorisations. Ensure timely input of pupil data to relevant iSAMS and generating reports as required.

Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

Person Specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Confident and professional manner • Excellent organisational, oral and written skills • Ability to plan, organise and prioritise work schedules and be self-motivated to achieve deadlines • The ability to work alone and prioritise own workload • Professional communication skills, able to communicate with a variety of individuals in person, in writing and on the telephone • Flexible and motivated team member 	<ul style="list-style-type: none"> • Previous experience in a similar role, or ability to demonstrate transferable skills • The ability to work efficiently under pressure and as part of a team
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE level with Maths and English at Grades A*-C or equivalent 	<ul style="list-style-type: none"> • First Aid qualification • Customer Service Training
Experience	<ul style="list-style-type: none"> • Experience of working in a reception or office administration role • Experience of delivering excellent customer service • Experienced in MS Office, particularly Outlook, Word and Excel 	<ul style="list-style-type: none"> • Previous experience of working in education would be an advantage
Other	<ul style="list-style-type: none"> • Willingness to undertake further training/development opportunities 	

Key Stakeholders:

Internal – All school staff, pupils

Cognita – Colleagues across Cognita schools and teaching and learning networks

External – Key external relationships, suppliers and parents

Signed:

Name (print):

Date: