



## Job Description

**Post:** Receptionist  
**Hours of work:** 36 hours per week, Term Time Only (39 weeks), INSET days  
**Working pattern:** Monday to Thursday: 7.45am – 4.00pm, Friday: 7.45am – 3.45pm  
(30minute unpaid break)  
**Reporting to:** Office Manager

## Job Purpose

The role involves providing a welcoming and efficient first point of contact for visitors, parents, staff, and students, alongside delivering administrative support to the school. The postholder must demonstrate a calm and professional manner, a flexible approach to duties, and the ability to prioritise tasks in a fast-paced environment. Strong and effective communication skills are essential.

## Main Responsibilities

### Reception Duties:

- Act as the first point of contact for all visitors, staff, students, and callers, ensuring a professional and friendly service.
- Operate the school's reception desk and switchboard, handling telephone enquiries and taking and distributing messages accurately and promptly.
- Distribute incoming emails and respond to queries as appropriate.
- Welcome visitors, check ID, register them using the school's visitor registration system (InVentry), and issue appropriate lanyards.
- Ensure all visitors are subject to relevant safeguarding checks and procedures.
- Ensure all supply staff are signed in upon arrival and that all required safeguarding checks are completed and properly recorded.
- Ensure reception is always covered and unauthorized personnel do not gain access to the premises.
- Liaise with site staff regarding deliveries and visitor access.
- Use tact and diplomacy when dealing with sensitive or complex reception matters.
- In case of an emergency evacuation, ensure all visitors are accounted for

### Administrative Support

- Provide administrative assistance to staff using Microsoft Office, Arbor and other school systems and databases
- Sort and distribute incoming post; frank and send outgoing mail; maintain and credit the franking machine.
- Produce and send correspondence (letters, emails, reports) as directed by the Headteacher or line manager.
- Assist in the organisation and completion of end-of-term mailings and school communications.
- Maintain and update office files and school documentation systems.
- Support with general office routines such as typing, ordering stock, and logging free school meals on Arbor.
- Provide cross-cover support for team

**Attendance:**

- Update student attendance and punctuality records, including registering late arrivals and early leavers.
- Sign out students with proper authorisation, ensuring safeguarding checks and appointment confirmations are completed and logged.
- Maintain accurate student data on the school's Management Information System (MIS), including daily updates and annual reviews and assist with related parent/student queries.
- Record incidents and messages clearly and ensure timely communication with relevant staff.
- Manage and log confiscated items securely, ensuring items are labelled and stored appropriately.
- Maintain and print daily fire registers and prepare clipboards for emergency drills.

**School Community Engagement:**

- Support the organisation and running of school events such as open evenings and parent evenings.
- Promote a professional and positive image of the school to all stakeholders, including parents, carers, students, staff, and visitors.
- Take part in relevant training, school meetings, and the wider life of the school as required.
- Maintain absolute confidentiality in all work.
- Establish a professional and welcoming office environment.
- Promote strong working relationships across staff, students, and stakeholders.
- Adhere to all safeguarding policies and procedures.

**SAFEGUARDING**

- To be aware of safeguarding and promoting the welfare of children and vulnerable adults and to report any concerns in accordance with Mayfield's Safeguarding/Child Protection policies
- To undertake compulsory Child Protection/PREVENT Training as directed by the school

Whilst every effort has been made to cover the main duties and responsibilities of the post, each individual task undertaken may not be identified.

This job description is current at the date shown, but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the role and the grade.

**The duties and responsibilities in this job description are not exhaustive and may be varied from time to time, in a manner that is compatible with the post held, at the discretion of the Headteacher/Line Manager.**