



Receptionist Job Description

Job Title:	Receptionist
Responsible to:	Head of School, SBM, Senior Admin
Hours:	36 hours - Term time only – plus 5 inset days
Grade:	NJC 5 – 8 (£25,583 - £26,824) FTE

Main Purpose of the job:

To be an ambassador for the school when meeting parents and other visitors and to act as a first point of reference when people arrive.

To provide secretarial, clerical and administrative support to the School Staff, SLT and Office staff.

Contribute to the overall ethos/work/aims of the academy in meeting the needs of the Pupils and students.

Be aware of and support difference and ensure equal opportunities for all.

1. Main Responsibilities: Administration:

- Perform Receptionist duties throughout the school day: acting as first point of reference for, receiving callers, children, parents, visitors and telephone enquiries.
- Monitor enquires and absence email boxes.
- Inform caretaker/cleaner of any minor issues.
- Offer helpful, friendly, approachable and professional service at all times and take appropriate action on own initiative, resolving minor matters, referring more serious matters to appropriate member of staff
- Provide general confidential secretarial service to all relevant staff members, to include preparation, production, distribution and monitoring where necessary of correspondence, maintain general and confidential filing systems.
- To distribute all correspondence to parents and other external stakeholders by email, text and post.
- To prepare, design and produce the academy literature, including photocopying, distribution and collating feedback. To be done on a half term basis.
- To ensure all visitors sign in, Identification is checked and that the correct lanyards are given.
- Record all deliveries and inform staff that they have arrived. Compare orders with deliveries and update on the PSF system.

2. First Day absence

- Record and share messages from parents/carers around absence.
- Update Registers
- Make first day phone calls to Parents/Carers

3. Communication to internal and external stakeholders.

- Adhere to school procedures and ensure that staff receive messages (telephone, email, face-to-face) promptly and accurately.
- To provide information to whole school upon request.

4. Safeguarding

- Comply with policies and procedures covering child protection, health, safety and security
- Contribute to safeguarding the welfare of children in the academy.
- Maintain the security of property in a way that is consistent with Acer Academy's and Kings Academy Trust procedures and legal requirements, reporting any concerns about safety and security to the appropriate staff.
- Maintain and ensure all visitors and contractors can be identified by wearing clearly visible badges.

5. Expectations of Accountability, Performance and Line Management

- Regularly review own practice, set personal targets and take responsibility for own personal development
- Take responsibility for your work, encourage and accept feedback from your colleagues and your line manager and respond to or adapt to change as required
- Take an active part in the Performance Management process with your line manager, sharing your success stories as well as your challenges
- Continue to learn and develop as a professional, completing induction, attending relevant training to update knowledge and skills, enhancing qualifications
- Appreciate, respect and support the role of other professionals

8. Data Management

- Maintain high standards when managing confidential information, complying with the school's data protection procedures and legal requirements at all times under the direction of the Data manager.
- Follow school attendance procedures under the direction of the SBM.
- Produce attendance registers daily, include all details as required.

9. Other

- Undertake such other duties as directed and required from time to time
- Receipt and distribute daily post as needed and posting of daily school mail.

- Replenish hospitality in the reception and conference room including ordering and upkeep.
- Manage the internal and external door.
- General Filing
- Escort pupils and visitors around school as needed

UNIFORM

- To wear a branded uniform as part of the role.
- To act as an ambassador of Kings Academy Trust

The job description is current but recognises that while effort has been made to explain the main duties and responsibilities, each individual task may not be identified. It is recognised that technological changes and advancements make it impossible. Therefore, in consultation with the post holder, it may be amended to reflect or anticipate any changes to the role.

May 2026