

**JOB DESCRIPTION**

School Office Receptionist

Main Office

Prepared by: D Fegan | Date: July 2026

Job Title	School Office Receptionist
Contract / Hours	Permanent, 37½ hours per week, 38 weeks per year (term time only) - Monday to Friday, 8am – 4.32pm (1 hour lunch)
Salary / TLR	Band D, Range 6 - 7 Actual salary £21,974.20 - £22,324.24 (dependent on number of years' service)
Responsible to	Attendance and Office Manager
Responsible for	Providing a range of reception clerical and administrative duties
Liaising with	Whole school staff, stakeholders, external agencies and parents/legal guardians

Principal Responsibilities:

- To be the first point of contact to the school for all visitors, students, parents/legal guardians and outside agencies, ensuring the professionalism and ethos of the school is always maintained.
- To assist with all aspects of clerical/administration within the office, including face-to-face interaction, telephone calls and email communications and to ensure that all messages and instructions are re-directed in an efficient and timely manner.
- To receive all visitors and ensure they sign in and out, in accordance with the school's procedures, including viewing DBS. Liaising with ICT support regarding the Inventory system, where necessary.
- To provide a high standard of communication and professionalism at all times in relation to staff, students, parents/legal guardians and all visitors to the school.
- To deal with all incoming forms of communication, mail, telephone calls, student absence messages, etc. and re-direct calls and messages, as necessary, to staff and students at the appropriate times.
- To assist school colleagues with the administration for school events.
- To deal with the uploading of student data onto the relevant MIS packages and keep records updated.
- To assist colleagues with termly planning and implementation of class lists, detention rotas, reflection sessions, timetabling distribution, school registers, etc.
- To support the school First Aid staff over phone calls home to parents/legal guardians throughout the school day due to sickness and injury, etc.



Other Duties:

- To deal with any immediate problems or emergencies according to school's policies and procedures.
- To have a responsible role in relation to Fire Evacuation and Emergency procedures.
- To set a positive example and to always act in a professional manner in school.
- To comply with policies and procedures in relation to child safeguarding, Health & Safety and security, confidentiality and GDPR; reporting any concerns to the relevant members of staff.
- To contribute to the overall ethos/work/aims of the school.
- To treat all information relating to students as highly confidential.
- To work within the guidelines of school HR, Data Protection and ICT usage policies.
- To be highly flexible and enjoy working with young people.
- To undertake training and CPD, as and when required, specifically Child Safeguarding and Allergy.
- To undertake any other duties required by the Headteacher in accordance with the grading of the post.

Safeguarding Requirements:

- All staff are required to undertake training with regard to the safeguarding and welfare of children and young people and the school commits to providing this training, e.g., via induction, on-line, briefings at staff meetings, Inset Days, etc., as appropriate.
- All staff should familiarise themselves with 'Keeping Children Safe in Education', Part 1 and local policies and procedures, as directed by the school.
- All staff have a responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact and to adhere to, and ensure compliance with school policies and procedures at all times. If, in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety or welfare of children, they must report any concerns to the Designated Safeguarding Lead.

General:

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

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this Job Description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This Job Description is current at the date shown but, following consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Hilbre High School is committed to safeguarding and promoting the welfare of children and young people, and expects all staff to share this commitment. This post is subject to a satisfactory Enhanced DBS Disclosure.