**JOB DESCRIPTION**

**SCHOOL RECEPTIONIST (PART-TIME)**

**Line Manager** School Leadership

**Salary Scale** £12,166 (based on £12.77 per hour)

**Hours of work** Part-time role which is required during term-time (34 weeks) for the following hours:

**Monday - Friday** 12.30pm - 5.30pm
Total of 25 hours per week
The role includes attendance at Staff Inset Days
*(approximately 3 half days per year **8am - 1pm** at the start of each term)*

**Holiday Pay**

The salary also includes 5.6 weeks of paid holiday per annum to be taken during the School Holidays. Despite the mainly term-time working of this role pay is split equally throughout the year and paid over 12 months.

**General description of job**

**Main Tasks**

- Reception Tasks – this role is the first point of contact for all visitors and communications to the school.
- Meet and greet parents and pupils as a welcoming face of the School.
- Maintain the reception office and entrance hall ensuring that the area is well presented, tidy and safe at all times.
- Take telephone messages accurately and distribute them as appropriate.
- Contact and respond to parents via telephone and email as required.
- Answer door controlling access by use of the door entry system and manage the *Custr* booking in system for visitors and contractors.
- Be responsible for incoming and outgoing mail distribution as required.
- Photocopy and scan documents as required.
- Deal with queries and general requests from parents, staff and visitors.
- Collate and prepare mailings by post, email and text message proofreading as necessary.

- Deal with the daily flow of traffic through the Office to include pupils, parents and staff and assist them as required.
- Support the management of the office@ Email Box and action queries or distribute emails as required.
- Support with maintaining pupils' academic and personal files, which are held electronically on ISAMS
- Help to maintain the archive of pupil records in line with Data Record Management practices and in accordance with the School's Data Protection Policy.
- Help to manage pupil attendance and registration process and follow up on absent children as necessary.
- Help to maintain the attendance register and produce daily absence lists and fire lists.
- Help recording pupils leaving early/arriving late and update attendance documents as necessary.
- Help to manage the School Calendar.
- Support the proofreading of letters and documents being sent out to parents as required.
- Help with the production of labels for parents, staff and Governors for events.

**Essential competencies**

- Able to deliver outstanding customer service at all times.
- Excellent telephone manner.
- Excellent verbal and written English including an ability to proofread information and identify any errors.
- Excellent time management and an ability to work under pressure and to deadlines.
- Highest attention to detail.
- Ability to prioritise and manage work effectively.
- Skilled user of computer systems, emails, spreadsheets and documents.
- Excellent interpersonal skills and the ability to communicate confidently with parents, pupils, colleagues and staff from other Schools.
- Understanding of the need to maintain strict confidentiality where appropriate.
- Flexible and co-operative, willing to take on all and any tasks required within a busy school office.
- Willing to work to support the wider Administrative team within the School, taking on additional tasks as required.

**Desirable competencies**

- Experience of working with Google Docs.
- Proven experience of working within a busy, front-facing, administrative role.

**Employee Benefits include:**

- Support Staff Pension Scheme.
- Lunch and refreshments provided during term-time.
- Car parking available on site.
- Employee Assistance Programme providing free advice and support to all employees on a wide range of issues.
- Staff Well-Being support groups.

*St Hugh's School is committed to safeguarding and promoting the welfare of children. Consequently a Disclosure and Barring Service Certificate will be required for this post. The post is subject to enhanced DBS checks.*

**Jeremy Wyld**
**Head**
**November 2026**