



1 Worrall Drive, Wouldham Kent ME1 3GE
☎: 01634 861434 Email: office@wouldham.kent.sch.uk
Headteacher: Mrs Victoria Baldwin BSc (Hons) NPQH

Job Description – Receptionist

Salary: KR3

Hours: 27.5 hours per week

Contract type: Temporary, Part-time (Term time only)

Reporting to: Office Manager

Purpose:

The Receptionist will act as the initial point of contact for parents/carers, visitors and other stakeholders, so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions. They will also assist with the smooth running of the school office supporting with administrative tasks. Additionally, they will support with the smooth running of our lunchtime provision.

Duties and responsibilities:

Reception

- Act as the first point of contact for parents/carers and visitors arriving at the school
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Seek support from other colleagues where necessary to respond to complex enquiries
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Assist staff and pupils with the information and support they need

Safeguarding/Security

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures
- Administer the school's filtering and monitoring system for online safety, and escalate any safeguarding concerns following the correct safeguarding procedures

Attendance administration

- First point of call for parent contact regarding attendance.
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed



1 Worrall Drive, Wouldham Kent ME1 3GE
☎: 01634 861434 Email: office@wouldham.kent.sch.uk
Headteacher: Mrs Victoria Baldwin BSc (Hons) NPQH

Office administration

- Provide administrative support for the Office Manager
- Update manual and computerised record/information systems
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary
- Manage and organise completed forms from parents
- Report any issues with the school's IT systems
- Provide administrative support to staff as needed
- Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times

Security

- Control access to the school in line with the school's safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures

Written communication

- Write and send email responses that are professional and uphold the school's vision and values
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc) to parents, staff and other stakeholders

Lunch time support

- Organise and lead the smooth running of our lunchtime provision
- Work with our Assistant Head for Inclusion to ensure that the children are supported when eating and playing during lunchtimes by Midday Meal Supervisors (MDMS) and TAs

Other areas of responsibility

- Read and follow the relevant school policies and undertake training required
- Ensure all duties are undertaken in line with the school's health and safety policy
- Contribute to the safety of children and young people and protect them from harm

These duties may be varied to meet the changing demands of the school at the reasonable discretion of the Head Teacher and following consultation with you.