



RECEPTIONIST

JOB DESCRIPTION AND PERSON SPECIFICATION

Post	Receptionist
Grade	KSB
Responsible to	PA to the Headteacher
Responsible for	None
Working hours	35 hours per week, Term Time only + 3 weeks

Everyone at Borden Grammar School works to fulfil our **School Plan**. Our school motto "Nitere Porro" means to strive forward and the ethos of Borden is that we expect our whole community to do this, together. Our school plan focuses on supporting and inspiring students to achieve their full potential.

JOB PURPOSE:

The postholder will be the school's first point of contact for external visitor's and callers as well as a key point of contact for staff and students. You will be responsible for an efficient reception service which in turn will support the smooth operation of the whole school.

GENERAL ACCOUNTABILITIES:

Reception:

- Answer the school telephone as well as the school internal communications systems and relay messages as soon as possible
- To welcome all visitors to the school ensuring that correct procedures are followed regarding signing in, etc
- Overseeing the reception area and handling any students, staff and parents queries effectively
- Accept deliveries and manage post
- Deal with matters arising, referring to other staff as appropriate
- Administer First Aid as required and ensuring records are kept up-to-date on our school systems

Administration:

- Administration tasks including but not limited to logging music lessons, supporting with appointment slips and ensuring registration packs are maintained accordingly
- Recording of daily duties such as lending of items, lost property and confiscated phones
- Supporting the behaviour and pastoral team with ad hoc administration as required
- Communication of letters and messages with parents via the school systems
- Working alongside the school Admin Assistant to keep medical and first aid records maintained and covering the medical room during periods of absence and lunchtimes
- Franking of outgoing mail and ensuring supplies for the franking machine are maintained
- Data input onto the schools MIS system
- Responsible for updating school displays such as the Clubs noticeboard and creating posters for key events such as non-uniform days.
- Provide Headteacher's PA with administrative support when necessary
- Ordering items as necessary to ensure stock levels are maintained across the reception and medical room

In addition

- It is the duty of the postholder not to act in a prejudicial or discriminatory manner towards pupils or employees, including those who may be, for example, from minority ethnic communities, women, disabled or older people. The postholder should also counteract such practice or behaviour by challenging or reporting it.
- It is the duty of the postholder to report to the Designated Safeguarding Lead (DSL) any concerns relating to child protection issues, including any disclosures made by pupils.

PERSON SPECIFICATION – RECEPTIONIST

	CRITERIA:
QUALIFICATIONS	- GCSE Maths and English A-C grade (E) - NVQ Level 2 in administration or equivalent (D) - First aid (or the willingness to undergo training for this) (E)
EXPERIENCE	- Proven administration experience (E) - Previous experience of reception work or working in a customer facing role (D)
SKILLS AND ABILITIES	- Computer literacy and standard keyboard skills (E) - Initiative and problem solving skills in relation to staff and student matters (E) - A commitment to undergo training as and when required (E) - Flexible, honest, sense of humour, patience and perseverance (E) - Ability to provide a high level of customer service (E) - Ability to deal calmly, tactfully and effectively with a range of people (E) - Ability to convey information clearly and accurately orally and in writing (E) - Ability to work in an organised methodical manner (E) - Ability to take personal responsibility for organising day to day workloads (E) - Ability to work effectively and supportively as a member of the school team (E) - Ability to respond proactively to unexpected situations (E)
KNOWLEDGE AND UNDERSTANDING	- Good working knowledge of Management Information Systems that are used in schools (D) - An understanding of equality of opportunity (E) - An understanding of Child Protection and Safeguarding (E) - A basic understanding of the work of a school (D) - Knowledge of a range of online and PC applications such as Google (including Docs, Sheets & Forms) Word, Excel, PowerPoint, e-mail etc (E) - An understanding of confidentiality in a school setting (D)

E = Essential criteria D = Desirable (training to be provided)

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role.

Last review date: November 2025

Headteacher/line manager's signature: _____

Date: _____

Postholder's signature: _____

Date: _____

*Borden Grammar School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The law requires this position to have an **enhanced** criminal background check. This is to protect children and vulnerable adults and to safeguard positions of trust. The position is therefore exempt from Rehabilitation of Offenders Act. If your application is taken further, you will be asked to declare details of any criminal record, even convictions that are 'spent' according to the act by completing a Self Declaration form. If you are offered the post this information will be checked against Criminal Records Bureau files. You will be provided with full information at each stage.*