



Tunbridge Wells Girls' Grammar School

School Receptionist

Information for Candidates

Start: January 2026



Welcome from the Headteacher



TWGGS is a forward-looking school embracing traditional values. We aim to provide pupils with a full and balanced education for life within a caring environment. Our consistent and outstanding academic record demonstrates this but, more importantly, reflects the commitment and qualification of our teachers supported by the hard work and determination of our pupils.

“The school has exceptionally high expectations of all pupils, which they consistently meet. Across the curriculum, pupils keenly engage in challenging subject content. Staff foster a love of each subject so that all pupils thrive in their phase and are well prepared for their next stages of learning. As a result, pupils enjoy school. They excel academically and flourish as well-rounded individuals.”

Ofsted, September 2023

“Working together towards high standards is part of the school ethos which encourages every pupil to achieve their full potential in public examinations, sports and artistic, cultural and community pursuits. The special, successful community in which these activities take place allows pupils to feel supported, happy and safe, and it is one which we feel very privileged to be a part of. We look forward to welcoming you to TWGGS.”

Katie Marchant, Headteacher

The confidence to achieve your full potential

The motto of our school has long been 'Give your best' and it is an approach that we encourage our pupils to take in everything that they do. We believe our environment of mutual respect affords every member of the TWGGS community the confidence to achieve their full potential in all aspects of school life. Our approaches to teaching and learning support the individual needs of pupils, while we are sensitive and responsive to the wellbeing of every child.

- **Community**

Achievements and contributions are valued and celebrated in all areas, both in and out of school, encouraging our pupils to succeed in public examinations, sports, and artistic, cultural and community pursuits. We believe that parents and carers are key partners in nurturing our pupils and aiming for this success and we involve them at every stage. By participating in our extensive programme of enrichment beyond the classroom, each pupil is encouraged to enjoy the pleasure and rewards which come from the activities themselves and from the sense of community that they engender.

- **Challenge**

We have very high expectations of all members of the school community. Our pupils enter the doors with high baselines and, as a grammar school, we encourage them to push themselves to achieve their true potential. Our staff prepare challenging lessons, and content is constantly refreshed to remain contemporary. Throughout their time at TWGGS, we prepare young people for life beyond school, equipping them with the skills to become self-assured, engaged and responsible members of society, in a challenging and competitive world. • **Character** We value the individual and ensure that all pupils

- **Character**

We value the individual and ensure that all pupils are catered for. Working together towards high standards is part of the school ethos and values, and we balance these high expectations with warmth and support. The wellbeing of all is at the heart of our approach, allowing pupils to feel respected, included, secure and, above all, happy. With happiness comes the self-confidence to strive and achieve, both academically and personally.

Receptionist

Responsible to: Headteacher's PA/Personnel

Kent Scheme C: £25,252 - £26,262

FTE 0.8716 (pro rata £22,009 - £22,890)

37 hours per week, term time only, plus INSET days.

The appointee is also required to work up to 5 days in the school holidays, paid on claim, to include A Level or GCSE results day and the following day.

Hours are 8:00am - 4:00pm (3:30pm Fridays) with a 30-minute lunch break, unpaid.

Job Purpose

- Management and operation of reception and the security systems; maintenance of computer attendance records, monitoring and recording absence; First Aid, general office duties

Key responsibilities include:

Receptionist

- Act as the first point of contact for staff, parents, pupils and visitors. Initial telephone answering, screening and rapid re-direction of calls, and monitoring of answer machine. Taking of accurate messages. Ensuring those with high priority are passed to the recipients as soon as possible. This includes messages for pupils to be passed on at morning or afternoon registration
- Control access to the school via controlled entrance system in accordance with the school's safeguarding procedures
- Initial greeting of visitors and parents – issuing security lanyards, ensuring the safeguarding sheet is read, and recording times when visitors enter and leave the school. Ensure staff are aware of their visitors using a sensitive and confidential manner
- Manage the complete registration system including sorting, recording and filing of absence messages relating to the pupils. Produce daily fire alarm registers
- Monitor and record pupil absence, including use of SIMS and EduLink: maintain and update accurate attendance records, inputting data into the school data system as necessary; receive details from parents regarding absences; ensure staff have completed registers in a timely fashion by notifying them when a register is missing; generate follow up communications to ensure all absence is accounted for
- Call parents and relatives between 10:00am and 12:00pm daily to ensure all unexplained first day absences are accounted for, checking to ensure pupils who are expected to be at school are present and signed in
- Oversee staff and pupil signing out/in procedures and records, retaining these as required. Staff signing in and out are done electronically
- Deal with complaints in a confidential, calm, professional manner, passing these to the relevant person to be addressed
- Maintain a professional radio communication with caretakers and technical staff. Co-ordinate the on-call radio, as required
- Manage the free school meals register. Certify free school meals with the catering contractors. Ensure SIMS records for FSM are up to date; notify the Bursar and School Fund Manager of any changes to the FSM register. Order holiday vouchers for FSM families, as required
- Post: receiving, recording, stamping and despatching internal parcels and post, using a franking machine, stamps and pre-paid vouchers as appropriate, including responsibility for purchasing all types of postage and managing franking machine. Maintain a daily log of all post sent. Monthly balance of stamps and cash for accounts
- Sort and distribute incoming post as required.

Key responsibilities cont'd.

- Receive and sign for deliveries, ensuring they are intact, and informing recipients of their arrival
- Correct handling and storage for sending and receiving exam papers in accordance with examination regulations
- First point of contact for First Aid; the post holder must be First Aid trained and confident to deal with incidents and emergencies. Liaise with parents and staff accordingly and complete any paperwork and/or accident reports where necessary
- Ensure First Aid packs for trips are signed in and out
- Oversee the medical room, monitoring pupils therein and ensuring they are sent home or back to lessons as appropriate
- Implement the school's medical arrangements. Responsibility for safekeeping, maintenance of expiry dates and parental information for pupils, of Epi-pens and prescribed drugs kept at Reception
- Receiving items of found property and notifying correct owners when possible
- Receiving, safely storing and returning pupils' confiscated property, including mobile phones, and logging confiscation on CPOMS
- Training and monitoring hours of after school receptionists and cover staff
- Inform the correct line managers of unexpected support staff absence and update the information on the fire registers
- Responsible for ensuring all visitors are checked in at the fire point in case of alarm and providing all records and files necessary for fire drill are available at the fire point
- Manage the administration of school/class/ individual photograph collections
- Sale of lanyards and heat packs
- Record Wellbeing appointments weekly on SIMS
- Issue and record temporary lanyards
- Update employee members on sign-in app and delete leavers.

Other Responsibilities

- Undertake duties as specified in school policies and procedures
- Any other reasonable ad hoc duties (appropriate to role) requested by the Headteacher or Bursar
- To ensure school equipment and records relating to this role are appropriately stored and secured
- Completing all work to a good standard, and ensuring the role is carried out in a professional manner appropriate to a school context
- Readiness to undertake appropriate training.

Experience/skills requirement:

- First Aid qualification (or readiness to undertake this)
- Good verbal communication
- Confidentiality
- Able to communicate with, and gain the confidence of, young people
- Computer literate, particularly Word, Excel and Google Docs, Sheets and Forms
- Ability to prioritise
- Able to work proactively and independently
- Flexibility Cash handling capability

Benefits of working at TWGGS

- Teachers' Pension Scheme
- Access to training and development
- Discounts with local and national retailers, cinemas and restaurants
- Free tea and coffee
- On site parking
- Health Assured Employee Assistance Programme - wellbeing and advice
- Cycle to work scheme
- Free lunch on parents' evenings and on your birthday
- From 2026-27 admissions, 'Daughters of staff' is category 5 of our admissions criteria - daughters of permanent members of staff (minimum 0.5FTE) who have passed the Kent Test, with the staff member having at least two years' service at the time of application for admission is made or if the member of staff has been recruited to fill a vacant post for which there is a demonstrable skill shortage

TWGGS is a diverse and inclusive school and we aim to recruit talented individuals from all backgrounds who add value to our pupils and who share our vision and ethos. We are committed to safeguarding and promoting the welfare of children. As such, the successful applicant will be required to undertake a criminal record check via the Disclosure and Barring Service (DBS).

- At least one member of each interview panel will have completed Safer Recruitment Training and understanding of child safeguarding will be asked at every interview.
- References will be taken up at the selection stage and an enhanced DBS is required for all applicants.
- We will also carry out online searches for all shortlisted candidates related to suitability to work with children.

How to apply



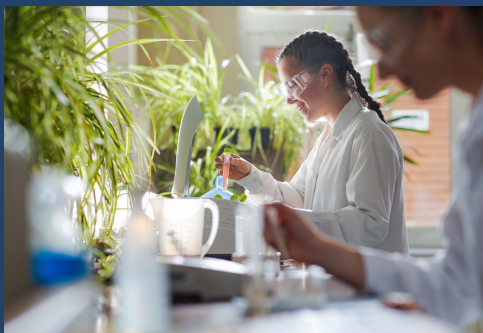
The closing date for applications is Thursday, 11th December

Interviews will be held Monday, 15th December

Application forms should be completed in full and applicants should directly address the skills and experience outlined in the person specification.

Further information about TWGGS and an application form can be found on our [website](#).

Please contact Mrs Michelle Clarke, Headteacher's PA at admin@twggs.kent.sch.uk



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▽ [Get directions](#)