



JOB DESCRIPTION

SCHOOL RECEPTIONIST

Reports to:	Bursar's PA
Responsible to:	Bursar & Chief Operating Officer
Contract:	Permanent, term time only (working on average 34 weeks per year in line with the School calendar including relevant INSET and training days)
Salary:	£17,248 per annum (FTE of £27,300). Salaries are reviewed annually with any changes effective from 1 st September.
Contracted hours:	Full-time (working 37.5 hour per week), Monday to Friday during the School's terms. A flexible attitude is required regarding hours of work, to meet the demands of the role. For example, the role may be required to work on Saturday mornings when there is a School Open Morning.

1. Role Purpose

The School Receptionist serves as the 'Front of House' first point of contact for all visitors to St Edward's School, providing a warm and professional welcome that reflects the high standards of the School. This role is critical to ensuring the smooth operation of visitor management procedures while maintaining a secure and hospitable environment. The School Receptionist will uphold and promote the School's reputation by delivering an exceptional experience to all visitors be they parents, prospective families, OSE, VIPs or members of the public.

2. Role Dimensions and Scope for Impact

Based in the School's new Gatehouse, this role directly influences first impressions and contributes to the overall experience of all visitors. The role is key to implementing and enforcing visitor policies while ensuring compliance with safeguarding and security protocols. The role works closely with senior staff, security personnel and administrative and external relations teams to manage visitor access efficiently and has the opportunity to enhance the School's reputation through exceptional customer service and professional conduct.

3. Core Responsibilities

Visitor Management & Reception

- Greet and welcome all visitors, parents, and VIPs with professionalism, warmth and courtesy.
- Ensure visitors are signed in according to school policies and procedures.
- Direct visitors appropriately, ensuring a seamless and prestigious arrival experience.
- Most telephone enquiries will be of a general nature – the incumbent will develop a working knowledge of events, stay abreast of events, activities and developments at the School through all the available channels, such as the school calendar, newsletters, magazines and briefings.
- Provide necessary cover for the security team, as follows:
 - For breaks, such as lunch, which they will reciprocate

- For absence whilst other arrangements are being put in place
- Cover for security team for rounds and or emergencies.

Security & Compliance

- In conjunction with on duty security staff, verify the identity of all visitors and liaise with relevant Departments regarding pre-approved guest lists.
- Adhere to safeguarding regulations and maintain strict access control measures.
- Maintain accurate records of all visitors and report any irregularities to the appropriate personnel.
- Act as a first aider for the School Reception.

Prestigious Visitor Experience

- In conjunction with the host office, coordinate VIP arrivals, ensuring a smooth and efficient process.
- Assist in special events where VIP visitors are expected, working alongside the administrative and security teams to ensure an impeccable reception service is provided.

Administrative Support

- Handling the School's incoming telephone calls and transferring them to the relevant department or person, helping where appropriate with routine enquiries about the School's calendar, match fixtures, or other basic and general queries. Liaise with the IT Department to ensure that professional and appropriate 'out of hours' messaging is switched on when the Gatehouse facility is closed and during the holidays.
- Maintain the physical Gatehouse reception area to the highest standards, ensuring it remains professional and welcoming and reporting any repair or cleaning deficiencies, as necessary, to maintenance, domestic services etc.
- Work with the Warden's office, Sub-Warden's office, Academic office, Admissions, Communications, Beyond Teddies, Human Resources and other staff hosting or co-ordinating visits and events to support the smooth running of events.

Other Duties

- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be specifically identified. You may be therefore required to undertake other tasks and duties commensurate with the grade and nature of the role and/or in the reasonable discretion of the school.
- This job specification is current at the date shown. It will be reviewed from time by the Bursar to ensure that it remains current and the School reserves the right to make reasonable changes.

4. Key Performance Measures

- Professionalism and courtesy consistently displayed in all interactions.
- Positive feedback from visitors, staff, and key stakeholders regarding the Reception experience.
- Compliance with visitor management policies and security protocols.
- Efficiency in processing visitor check-ins and managing high-profile arrivals.
- Accuracy in maintaining visitor logs and records.
- Contribution to the overall prestige and welcoming atmosphere of the School's Gatehouse reception.

- Customer satisfaction relating to the following key stakeholders:
 - Warden's Office, Bursar's Office, Sub-Warden's Office, Senior Management and Academic Team, Registrar's Office, Communications Team, Human Resources, all other members of St Edward's staff and visitor feedback.

This will be measured through staff surveys/visitor feedback.

5. Knowledge, Skills, Experience and Personal Attributes

Qualifications

Educated to an A-Level equivalent level	Desirable
First-aid qualification (or willingness to undertake training)	Essential

Knowledge and understanding

Extensive knowledge of the Microsoft Office package	Essential
A practical knowledge of GDPR	Essential
Understanding of the KCSIE and other legislative documentation with specific relevance to the management of visitors in a school setting	Essential

Skills and ability

Excellent customer service skills to establish and maintain cooperative and affective working relationships	Essential
Strong guest service skills, with the ability to create a welcoming and positive experience for all visitors and prioritise visitor satisfaction	Essential
Ability to work flexible hours, including Saturdays and Sundays as required	Essential
Great communications skills (both verbally and in writing) with the ability to communicate well with all School stakeholders	Essential
Ability to handle sensitive and confidential information with discretion	Essential
Implementation and adherence of school visitor, security, and safeguarding policies	Essential
Maintain strict confidentiality in handling sensitive information	Essential
Ability to multi-task and prioritise workload effectively	Essential
Ability to show initiative and attention to detail	Essential
Ability to work as a positive member of a team	Essential

Experience

Proven experience in a hospitality, customer service or senior administration role	Essential
Previous experience of working with children/young people in a school setting	Desirable
Proven experience in a front of house, administration or PA role	Desirable
Familiarity with Visitor systems	Desirable
Experience of logistics event management	Desirable

Personal attributes

A professional appearance and manner that reflects the establishment	Essential
Commitment to safeguarding children and young people	Essential
Commitment and willingness to continuous professional development (CPD) for self and others, including ongoing development and learning within this role	Essential
Willingness to commit to the School's aims and values	Essential

Commitment to equity, diversity and inclusion and understanding how this applies to the role	Essential
Ethical, with the ability to remain impartial and report any compliance-based issues	Essential
Adaptable and determined	Essential
Enthusiastic, innovative and forward-looking	Essential
An ability to work as a positive member of a team	Essential
Willingness to play a full part in the life of the School and to contribute to its success	Essential
An excellent record of punctuality, attendance, reliability and integrity	Essential
Warmth, sensitivity and understanding	Essential
High standards of professionalism	Essential

6. Confidentiality and Data Protection

In the course of their employment, staff may have access to confidential information relating to pupils and their families, or to the general business of the School, and they are required to exercise due consideration in the way in which they use such information. A strict code of confidentiality must always be respected and followed. The School is registered as a Data Controller with the Information Commissioner's office (ICO) for the purpose of UK General Data Protection Regulations (UK GDPR) and staff must not at any time use the personal data held by the School or disclose such data to a third party. Staff should not act in any way which might be prejudicial to the School's interests.

7. Child Protection at St Edward's

St Edward's is committed to safeguarding and promoting the welfare of children and young people and we aim to create and maintain a safe environment for our pupils, where they feel respected and supported. We expect all staff to share this commitment and to become familiar with our policies and procedures for child protection and security. It is a requirement of the Children Act and Care Standards Regulations that all employees of the School must receive enhanced clearance from the Disclosure and Barring Service.

8. Health and Safety

The School is obliged, so far as is reasonably practicable to provide safe and healthy conditions and safe systems of work for all employees which prevent risk to health, safety and welfare. You are required by health and safety legislation to take reasonable care for your own health and safety and for the health and safety of others. Employees must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any of the statutory provisions.

9. Holiday

The School Receptionist will not be required to regularly work outside of the School term and will receive paid holiday entitlement during that time, based on the statutory minimum of 5.6 weeks per annum, pro-rata.

10. Pension

The role is eligible for membership of the School's pension scheme for support staff. This is a defined contribution pension scheme offering the following three tiers:

	Employee contribution rate (‘You’)	Employer contribution rate (St Edward’s School)
Tier 1	5%	8%
Tier 2	7%	10%
Tier 3	9%	12%

11. Probationary period

The appointment is subject to a probationary period of one term.

12. Organisation Chart

