



Job Description

POST TITLE	Receptionist/Student Support Admin Assistant
Purpose:	To provide a professional reception service and administrative support to the school.
Context Statement:	<p>The post holder will be the first point of contact to the school and will need to ensure a professional, courteous and friendly welcome to callers and visitors. They will provide an excellent first impression of the school, issuing safeguarding information and checking all visitors have the appropriate documentation, including DBS clearance, prior to admittance to the school. They will also provide staff with high quality administrative support.</p> <p>All support staff are part of a whole school team. They are required to support the values and ethos of the school and school priorities as defined in the School Improvement Plan. This will mean focusing on the needs of staff, pupil, parents and governors of the school and being flexible, whilst prioritising workload and meeting deadlines, in a busy pressurised environment.</p>
Reporting to :	Executive Assistant to the Headteacher
Responsible for:	None
Principal Contacts:	Staff, students, parents, trustees, visitors, contractors
Working Time:	24 hours per week, 3 days a week, TTO plus 5 PDDs To occasionally work outside the normal working pattern of this post in order to meet the needs of the school.
Salary/Grade range:	Scale 3
Disclosure level:	Enhanced
Key Responsibilities	
Outline responsibilities and tasks:	<ul style="list-style-type: none"> • Fulfil the specific responsibilities of the post as outlined in the context statement • Welcome all visitors to the school ensuring they wear 'Authorised visitor' badges with appropriate coloured lanyards • Sign in visitors, following school policy and procedures • Operate the switchboard, transferring calls and taking and delivering messages as appropriate • Assist with arrangements for events and visits from external bodies • Manage deliveries and post • Book school meetings and conference events • Maintain the reception area as a welcoming, orderly and efficient working environment • Provide admin support, including photocopying and preparing documents, ensuring a high degree of accuracy
Staff development/Performance Management:	<ul style="list-style-type: none"> • Share good practice and promote collaborative teamwork to motivate and inspire colleagues
Communications:	<ul style="list-style-type: none"> • Communicate effectively and positively with all stakeholders
Pupil Welfare:	<ul style="list-style-type: none"> • Undertake those activities necessary to meet the physical and emotional needs of individuals and groups of students, including students with



	educational, physical or emotional special needs
Quality Assurance:	<ul style="list-style-type: none"> • Ensure that all communication follows School or Trust policies and branding guidelines
Safeguarding, confidentiality and data protection:	<ul style="list-style-type: none"> • Undertake Safeguarding Training as required • Ensure that all students and staff are appropriately safeguarded • Maintain appropriate levels of confidentiality when dealing with stakeholder data and information • Adhere to the General Data Protection Regulations
Extra-Curricular:	<ul style="list-style-type: none"> • Support the school's extra-curricular programme through active participation in at least one activity
Personal Development:	<ul style="list-style-type: none"> • Reflect on own practice and work collaboratively with your line manager to identify development needs and participate in annual performance review as part of an active programme of CPD
Health and Safety:	<ul style="list-style-type: none"> • Undertake Health and Safety duties commensurate with the post and/or as detailed in the school's Health and Safety Policy
Additional Duties:	<ul style="list-style-type: none"> • Play a full part in the life of the school community, to support its vision and values and encourage and ensure staff and pupils to follow this example • Attend school meetings outside normal working pattern as required

Avonreach Academy Trust expects its employees to work flexibly within the framework of the duties and responsibilities specified above. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken has not been identified, due to the ever-changing environment of school life. Employees will be expected to comply with any reasonable request from their manager to undertake work of a similar level that is not specified in this job description. The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and stakeholders and is consistent with the school's equal opportunities policy.

Name of Postholder:	
Signed:	Date:

Version Number:	2
Date:	June 2026



RECEPTIONIST PERSON SPECIFICATION

	Essential	Desirable
Knowledge & Experience		
GCSEs Maths and English grade C or above, or equivalent	✓	
Experience of working in a school		✓
Understanding of and commitment to child protection procedures and safeguarding matters	✓	
Relevant experience of office administration and the full range of general office functions	✓	
Relevant experience / training in the use of Microsoft packages including Word and Excel	✓	
Experience of organising meetings including distributing agendas and minute taking		✓
Skills & Abilities		
Use own initiative as well as working within a team environment	✓	
Excellent administrative, communication and interpersonal skills	✓	
Interact positively and professionally	✓	
Attention to detail, working to high levels of accuracy and adhering to strict deadlines	✓	
Organise and prioritise work	✓	
Work comfortably with repeated interruptions and unexpected requests	✓	
Remain confident and discreet in dealing with visitors, parents and students	✓	
Maintain confidentiality at all times	✓	
Use discretion to make confident and prompt decisions	✓	
Work flexibly as the need arises	✓	
Personal Qualities		
Commitment to achieving high standards	✓	
Pleasant and confident manner	✓	
Commitment to own professional development	✓	
Enthusiasm and a positive outlook	✓	
Excellent attendance and punctuality	✓	
Communicate effectively	✓	
Responsible, honest and reliable	✓	
Good personal organisation	✓	



A sensitive and caring manner	✓	
Calm under pressure	✓	
A sense of humour	✓	