



JOB DESCRIPTION – SCHOOL RECEPTIONIST

Reporting to: Head of Administration

Purpose: First point of contact for all visitors and callers to the School who will provide a professional and friendly welcome, and administrative support for the smooth running of the School. As a key representative of the face of this leading independent school, a professional and polished appearance is expected.

Key areas of Responsibility

- Acting as the School's Receptionist, providing a welcoming and professional first point of contact to pupils and their families and carers, staff, prospective parents arriving for school tours, and all other visitors to the School;
- Establishing and maintaining good relationships with pupils and their families and carers, work colleagues, contractors and other professionals coming on site;
- Acting as a custodian for the school's Reception area and meeting rooms, ensuring that they are clean, tidy, clutter-free, fully operational and appropriately resourced at all times, liaising with Assistant House Manager as needed for cleaning and clearing tasks;
- Opening up and shutting down the Reception area at the beginning and end of the day;
- Receiving visitors, external service providers, club teachers, sport coaches, contractors, etc., ensuring that they are signed into Inventory appropriately and are issued with the correct level of security lanyard and visitor badge; ensuring that up to date information and documentation is held for all those on site at any time, e.g. checking identity, DBS check status and requesting and filing annual Letters of Assurance from external clubs and coaching providers;
- Managing all visitor access around the site in line with the School's Security and Safeguarding policies, including advising of fire regulations and evacuation procedures;
- Maintaining back up visitor sign-in/out books in the event of Inventory failure;
- Providing refreshments for visitors as and when required (liaising with Assistant House Manager);
- Monitoring the School's main switchboard and Reception email account (including regular monitoring during the school holidays), answering telephone calls and emails in a friendly and professional manner, dealing with queries autonomously as far as possible - providing information about the School, by telephone and in writing, e.g. regarding school dates/times and general admissions queries, etc. - and directing callers to the correct point of contact or taking accurate messages, as appropriate;
- Ensure the accuracy of information and messages being relayed to staff;
- Performing basic typing and data input; using Outlook, Excel, SIMs and Edulink (training can be provided);
- Liaising with the Medical and Welfare Team and parents regarding the collection of pupils and the booking of taxis in line with the School's Safeguarding policy;

- Recording student absences as they are reported, liaising with Attendance, Data & Senior Internal Examinations Assistant;
- Managing incoming and outgoing post, including franking materials; delivering post to staff pigeon holes and departments; emailing staff to collect items of post where necessary;
- Organising couriers and any other form of delivery service, as required;
- Receiving items dropped off by parents and ensuring communication of such/onward delivery to the relevant pupil or staff member;
- Liaising regularly (weekly) with Housekeeping regarding Maintenance/Housekeeping issues, reporting issues as notified;
- Liaising closely with Housekeeping regarding Lost Property, emailing parents and pupils with the aim of reuniting all named lost property with their owners at the earliest possible time and at least by the end of each term;
- Acting as one of the School's Fire Marshalls, taking responsibility for grab files for fire and critical incidents being maintained, always accurate and accessible;
- Acting as one of the School's First Aiders, administering basic First Aid as required;
- Liaising with School Chef regarding catering for:
 - Weekly menus – printing and posting weekly menus around the School;
 - Dining Room bookings;
 - Packed lunches for school trips, events and sporting fixtures, as required;
 - Parents evenings.
- Ordering:
 - Flowers and other gifts for events and special guests, as required;
 - School merchandise that is sold in Reception.
- Carrying out any reasonable duties as required to ensure the smooth running of the Reception area and assist the Admissions, HR and Administration departments for example helping to run interview and new staff Induction days, prospective parent and pupil days, Parents/Friends of Harrodian events (e.g. managing ticket sales for Fairs and other events, taking payments via card reader machines, parent communications), etc.;
- Complying with any other reasonable requests to undertake work of a similar level that is not specified in this job description.

Hours of work

Term time plus 9 days, to include 5 staff and Inset days, one day prior to the start of each term and one day at the end of the Summer Term, i.e. a total of 36 weeks.

Monday to Friday, 7:45am to 5pm, 30 minutes for lunch unpaid, totaling 43.75 hours per week

There is an expectation that the postholder will monitor the Reception email inbox regularly, checking for and dealing with those emails that require attention, even during school holidays.

Please find term dates here: <https://www.harrodian.com/practical-info/term-dates>

Holidays

As this is essentially a term-time only post, holiday pay is included alongside annual salary and paid evenly across the year in 12 equal installments

General

This job description should be regarded as enabling rather than prescriptive. It will be subject to regular review as the needs of the School evolve. It may be subject to modification at any time after consultation with the post holder. This list of duties is non-exhaustive and you may be required to undertake other reasonable and comparable duties as your line manager and the Senior Leadership Team may require from time to time.