



# Receptionist (Senior School)

## Job Purpose

To be one of two Receptionists responsible for the smooth running of a busy Senior School Reception, ensuring the efficient and effective management of the School's telephone switchboard and undertaking general Reception duties. The post holder will also provide administrative support to the Admin Team

## Hours

8.00 am – 4.30 pm, Monday to Friday, Term Time Only, Plus 3 weeks in the School Holidays and 3 Saturdays per year

## Report to

PA to the Headmaster

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## Key Responsibilities & Accountabilities

### Reception:-

- Answer telephone calls to the Main School switchboard in a prompt and polite manner
- Meet, greet and assist visitors, staff and pupils with general enquiries
- Interact with parents and staff, in person and via the telephone
- Communicate to all staff, pupils, parents/guardians, carers, visitors, outside agencies and the wider community, with calmness, courtesy and clarity
- Take care of candidates visiting the School for interviews
- To oversee the signing in and out of pupils and visitors to the School and the issuing of visitors' badges in line with the School's Policy
- Assist pupils who come to Reception feeling poorly or upset
- Deal with items dropped off by Parents for students
- Keep Reception, meeting rooms and HM's kitchen tidy and liaise with cleaning and maintenance staff where necessary

### Personal Specification

- Excellent verbal communication skills are essential
- Excellent administrative and time management skills
- Computer-literate in the use of Microsoft Office Suite and/or Google
- Able to multi-task whilst remaining calm, composed and flexible within a busy and demanding environment
- Able to deal with telephone callers and visitors to the School in a tactful, confident and friendly manner
- Able to work on own initiative and as part of a team and find solutions to problems that might arise on a daily basis
- Integrity and confidentiality to be maintained at all times
- Willingness to help and be part of our Admin Team

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## Safeguarding

In essence, Operational staff are the “eyes and ears” of the school and play a crucial role in early detection and should ensure that concerns are passed on to the appropriate person immediately.

### Awareness and Vigilance:

- Being aware of and alert to signs and indicators of abuse, neglect, or other safeguarding concerns.
- Understanding that children may disclose concerns to any trusted adult, not just teachers.
- Remaining vigilant in all areas of the school, including corridors, playgrounds, and communal areas.

### Reporting Concerns:

- Knowing the school's safeguarding policies and procedures for reporting concerns.
- Understanding the importance of reporting any concerns, no matter how small, to the designated safeguarding lead (DSL) or another appropriate person.
- Recognising that we all have a part to play in safeguarding children.

### Creating a Safe Environment:

- Contributing to a positive and supportive school environment where children feel safe and listened to.
- Maintaining professional boundaries with students at all times.

To find out more about this role please contact [recruitment@brentwood.essex.sch.uk](mailto:recruitment@brentwood.essex.sch.uk) who will put you in touch with the PA to the Headmaster.