



## Job Description and Person Specification

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<b>Job title</b>	Receptionist
<b>Contract type</b>	Part Time (32 hours per week), Permanent
<b>Working days</b>	Tuesday - Friday
<b>Working hours</b>	7.30am – 4.00pm each contracted day
<b>Reporting to</b>	Bursar
<b>Weeks per year</b>	38
<b>To commence</b>	February 2026

# Job Description

## Purpose of the Role

The School Receptionist is the first point of contact for pupils, parents, visitors, and staff. The postholder will provide a welcoming, professional, and efficient reception service, ensuring the smooth day-to-day running of the school office while upholding the school's values and safeguarding responsibilities.

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## Key Responsibilities

### Reception & Front-of-house

- Provide a warm, courteous, and professional welcome to all visitors, parents, pupils, and staff.
- Manage the reception area, ensuring it is tidy, calm, and welcoming at all times.
- Ensure all visitors sign in and out in accordance with safeguarding procedures.

### Communication

- Answer incoming telephone calls promptly and professionally, directing enquiries appropriately.
- Manage the school's main email inbox, responding where appropriate and forwarding messages accurately.
- Act as a key point of contact for parents, handling routine queries with discretion and sensitivity.

### Pupil Welfare & Safeguarding

- Monitor pupil arrivals and departures, including late arrivals and early collections.
- Administer basic first aid where required (training will be provided if necessary).
- Maintain accurate records of pupil attendance, late arrivals, and visitors.
- Uphold and actively promote the school's safeguarding and child protection policies at all times.
- Assist unwell children, administering First Aid when required and contacting parents / guardians as necessary.

### Administration

- Provide general administrative support to the school office.
- Maintain accurate records and databases (e.g. MIS, visitor logs, attendance systems).
- Assist with filing, photocopying, data entry, and document preparation.
- Manage incoming and outgoing post and deliveries.

### School operations

- Support school events, open mornings, and parent meetings as required.
  - Liaise with teaching staff, pastoral teams, and senior leaders to ensure smooth daily operations.
  - Assist with emergency procedures and communications when necessary.
  - Ensure all data is managed securely and in line with GDPR requirements.
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## General Responsibilities

- Uphold all school policies, safeguarding procedures, and professional standards.
  - Build strong relationships with parents, communicating progress and supporting engagement in children's learning.
  - Participate actively in staff meetings, INSET days, and continuing professional development.
  - Undertake any other reasonable duties as requested by the Headteacher.
  - To attend all staff meetings, Parents' Evenings and other school functions, events and initiatives, including those out of school hours, as required by the Head for the proper fulfilment of your duties.
  - To participate in the appraisal of your own performance and maintain up to date records of your Continued Professional Development.
  - To uphold the Fundamental British Values of democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs.
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## Safeguarding

The school is committed to safeguarding and promoting the welfare of children. The health, safety and well-being of all our pupils are of paramount importance to all the staff at Kew College Prep. We are committed to providing an environment in which children feel welcomed, safe, valued and respected. Adults in our school know that keeping children safe is everybody's responsibility and that all children, regardless of age, gender, culture, language, race, ability, sexual identity, religion or lack of religion have equal rights to protection and opportunities. We expect all of our employees to mirror and demonstrate this commitment.

To ensure that we comply with our Safeguarding commitment and responsibility, the school will undertake all necessary vetting checks, pre and post interview, including an enhanced DBS check, internet checks, teaching prohibition checks, references, right to work in the UK and medical fitness.

## Person Specification

Criteria to be assessed by:

AF - Application form, I = Interview, PE – Practical Exercise

		Essential	Desirable	Assessed by
	<b>Qualifications &amp; Training</b>			
1	English & Maths Level 2 qualification	X		AF
2	Safeguarding Level 2		X	AF
3	Prevent		X	AF
4	Paediatric First Aid		X	AF
	<b>Professional Knowledge &amp; Understanding</b>			
5	Knowledge of school Management Information Systems (MIS)		X	AF / I
6	Knowledge of safeguarding procedures and commitment to pupil welfare	X		I
	<b>Experience &amp; Skills</b>			
7	Previous experience in a reception, administrative, or customer-facing role	X		AF
8	Excellent verbal and written communication skills	X		AF / I
9	Ability to work collaboratively as part of a team and contribute to the wider life of the school	X		AF / I
10	Ability to remain calm, professional, and approachable in a busy environment	X		I
11	Excellent communication and interpersonal skills with pupils, staff, and parents	X		I
12	Previous experience working in a school or educational setting		X	I
13	Strong organisational skills with the ability to prioritise effectively	X		AF

14	Confident use of IT systems, including Microsoft Office (Word, Excel, Outlook)		X	I
	<b>Personal Qualities (non-competency based)</b>			
15	Friendly, welcoming, and professional manner	X		
16	High level of discretion and confidentiality	X		
17	Reliable, punctual, and well-presented	X		
18	Positive, flexible, and solution-focused attitude	X		
19	Able to work independently and as part of a team	X		