



Saint Ambrose College

School Receptionist

Job Description

(Please also see the separate Person Specification)

- **Reports to:** Office Manager
- **Job Purpose:** To provide a professional, welcoming, and efficient front-of-house service, acting as the first point of contact for students, parents, visitors, and staff. The role supports the smooth day-to-day operation of the school through effective administration, communication, and customer service while maintaining confidentiality and safeguarding standards.

Key Areas of Responsibility	
General	<ul style="list-style-type: none"> • Act as the first point of contact for students, parents, visitors, staff, and external agencies, providing a professional, welcoming, and efficient reception service. • Manage incoming telephone calls, emails, and enquiries, ensuring messages are relayed accurately and promptly. • Receive and sign in visitors in accordance with safeguarding and security procedures. • Provide administrative support to staff and departments as required. • Produce and distribute the school's weekly staff bulletin. • To comply with all reasonable requests made by your Line Manager.
MIS System	<ul style="list-style-type: none"> • Maintain accurate student and visitor records using the College Management Information System (MIS). • Ensure student information is recorded accurately and kept up to date in line with data protection requirements.
Student Services	<ul style="list-style-type: none"> • Provide First Aid as part of the College First Aid team, recording all incidents accurately and informing parents/carers where necessary. • Support students who report to reception with illness, injuries, lost property, welfare concerns, or general enquiries. • Communicate effectively with parents and carers regarding student matters in line with College procedures.
Miscellaneous Duties	<ul style="list-style-type: none"> • Be flexible with working hours to meet the needs of the College. • Support office personnel during busy periods and in times of absence. • Subject to availability, attend and support evening events and the annual Saturday Open Day. • Undertake training and professional development relevant to the role.
Administration and Reception Duties	<ul style="list-style-type: none"> • Process incoming and outgoing post, deliveries, and courier services. • Coordinate room bookings and manage reception-related calendars where required. • Prepare correspondence, letters, and documentation using standard College templates. • Maintain confidential records in accordance with GDPR and College policies. • Support the organisation and administration of College events, meetings,

	and activities.
Pastoral Care	<ul style="list-style-type: none"> • Follow all safeguarding protocols as outlined in the annual Safeguarding training & Keeping Children Safe in Education. • Build positive and professional relationships with students, parents and carers. • To apply college policies relevant to the role.
Ethos	<ul style="list-style-type: none"> • Contribute to a positive and inclusive whole school ethos to promote excellent outcomes for students. • To engage and support students with the Edmund Rice Network including opportunities to collaborate with Edmund Rice schools in England and abroad. • Role model the expected values and standards of the school. • Take a leading role in College life to support the St. Ambrose College Mission Statement.
Other/General	<ul style="list-style-type: none"> • To support the daily life of St Ambrose College. • Be proactive in responding and reporting any issues as they arise with students. • Actively promote and support the mental health and wellbeing of all students and staff.

The above list is not exhaustive, and all staff are also expected to undertake any other reasonable duties requested by the Principal.