



# Job description: Receptionist and First Aider

## Job details

**Salary:** Scale 4 SP11 £29,832.03

**Hours:** 35 hours per week, 07:30-15:30

**Contract type:** Full-time (Term-time + 2 weeks), fixed-term

**Reporting to:** Assistant headteacher

## Main purpose

The Receptionist and First Aider will be responsible for be the first point of contact for visitors, staff, and students, providing a professional, efficient, and friendly front-line service. The postholder will oversee first aid provision, and administrative support including reception and reprographics. They will play a key role in supporting safeguarding and ensuring the school runs smoothly day to day.

## Duties and responsibilities

### Reception and Administrative Support

- Act as the first point of contact for visitors to the school, ensuring safeguarding procedures (visitor badges, sign-in, etc.) are strictly followed
- Answer incoming calls and manage the school's general email inbox, directing enquiries appropriately
- Handle deliveries, post, and messages in a timely and confidential manner.
- Support the administration of events, parent communication, room bookings, and hospitality arrangements
- Maintain accurate and up-to-date student and staff records on the MIS (e.g. SIMS/Inventory/G4S/Parentpay/Parentmail and Fastrack/Biostore)
- Provide reprographics support including printing, copying, and collating materials for staff.
- Oversee lost property handed into Reception
- Oversee the administration/attendance of parents' evenings and curriculum evenings.
- Oversee the flow of information coming in and out of the school which includes all letters through Parentmail
- Oversee fire registers of staff and students
- Check the agency hours for HR on Inventory, and weekly report to the HR/Finance officer

### First Aid

- Act as the lead first aider for the school, providing care to students and staff as needed
- Maintain first aid logs, incident reports, and medical plans for students with ongoing needs
- Oversee the vaccination events of students, via the vaccination website
- Monitor and replenish first aid supplies across the site



- Liaise with parents/carers regarding student illness or injury, and support with safe management of medications on site
- Make referrals to the school nursing team where necessary
- Coordinate the response to medical emergencies and liaise with emergency services where required
- Ensure staff are informed of medical alerts and allergy plans for students
- Engage in first aid training for students with complex medical needs

### **Resource management**

- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Oversee and operate relevant equipment and software packages (franking machine, printers, etc.)
- Provide advice and guidance to staff, pupils and others on administration systems and events that take place in school
- Assist with the monitoring and evaluation of the budget
- Manage office expenditure with an agreed budget
- Ensure the office is kept tidy, organised and in good order at all times, making sure there are sufficient office resources available

### **Other relevant duties**

- Support whole-school communication and admin tasks during busy periods or staff absence
- Provide administrative support to the pastoral and safeguarding teams where required
- Participate in training relevant to the role, including safeguarding, SIMS/Bromcom, and first aid updates
- Uphold a professional and calm demeanor in a fast-paced environment

The Receptionist and First Aider will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Receptionist and First Aider will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the headteacher.



## Person specification

CRITERIA	QUALITIES
<b>Qualifications and training</b>	Essential: <ul style="list-style-type: none"> <li>• GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English and Math's</li> </ul> Desirable: <ul style="list-style-type: none"> <li>• First Aid at Work qualification (or willingness to complete)</li> <li>• Relevant admin or customer service qualifications</li> </ul>
<b>Experience</b>	Essential: <ul style="list-style-type: none"> <li>• Experience working in a school or public-facing office environment</li> <li>• Experience using a school MIS system</li> <li>• Experience maintaining accurate records and working with confidential information</li> </ul>
<b>Skills and knowledge</b>	Essential: <ul style="list-style-type: none"> <li>• Ability to work systematically and with good attention to detail</li> <li>• Excellent verbal and written communication skills</li> <li>• Proficiency in Microsoft Office and standard office software</li> <li>• Ability to prioritise workload, multitask, and remain calm under pressure</li> <li>• Understanding of safeguarding and data protection procedures</li> </ul>
<b>Personal qualities</b>	Essential: <ul style="list-style-type: none"> <li>• Friendly, approachable, and professional manner</li> <li>• Ability to build positive relationships with pupils, staff, and families</li> <li>• Highly organised, proactive, and detail-oriented</li> <li>• Commitment to equality, inclusion, and promoting the school's ethos</li> <li>• Willingness to learn and take initiative</li> <li>• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils</li> <li>• Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school</li> <li>• Ability to work under pressure and prioritise effectively</li> </ul>