



Prep Afternoon Receptionist

The Post

This is an important front-of-house role within The Prep. The postholder will be a welcoming, friendly and professional first point of contact for pupils, families, visitors, prospective families and callers to The Prep, helping to create a positive impression and ensuring that enquiries and visitors are dealt with efficiently and appropriately.

The Receptionist also plays a key role in supporting the smooth and effective operation of the Prep Admin Office. Working as part of the administrative team, the postholder will undertake a range of reception and general administrative duties, with tasks delegated by the Prep Office Admin Team Leader according to the needs and priorities of the department.

This is a part-time, term-time position. The postholder will share duties and responsibilities with another Receptionist and will be expected to work collaboratively to ensure appropriate reception cover and continuity of service.

The role will include 12 Saturdays per year (4 per term) on a rota basis when the school is in session. Flexibility is required to provide additional cover during periods of staff absence or at other times when required.

Duties and Responsibilities

The role will include a broad range of reception duties and administrative tasks, as directed by the Prep Office Admin Team Leader, to support the effective and smooth operation of the Prep Admin Office and Reception function. Tasks may include, but are not limited to, the following:

- Provide a friendly, welcoming and professional reception service to pupils and their families, visitors, including prospective families, colleagues and wider College staff.
- Act as a first point of contact for visitors and callers, dealing with enquiries appropriately and directing them to the relevant person or department.
- Prepare for, meet and greet visitors to The Prep, including preparing visitor badges and car park signage.
- Answer and respond to telephone calls, ensuring messages are taken accurately and forwarded to the appropriate person in a timely manner.
- Assist with the pupil registration process, including logging pupil absences, and other database requirements.
- Manage and log the replacement of pupil fobs.
- Oversee pupil stationery purchases.
- Maintain the tidiness and professional presentation of Reception and the adjacent meeting room.



- Process room booking requests.
- Prepare reprographic materials for staff, including flyers and brochures.
- Receive and distribute deliveries and mail, both internal and external.
- Undertake general office administration and update school systems as directed.
- Undertake proofreading as required.
- Maintain up-to-date telephone lists, including duty-mobile lists and email distribution lists.
- Monitor the school's general email account as required.
- Provide general administrative support to the Prep Admin Office, undertaking tasks delegated by the Prep Office Admin Team Leader according to departmental priorities.

This list is not exhaustive. The postholder will be expected to undertake other duties commensurate with the role and appropriate to their level of responsibility, in support of the effective delivery of the Prep Admin Office and Reception function.

Skills, Experience and Personal Qualities

- An excellent telephone manner and the ability to liaise with parents, visitors and other external callers in a professional, friendly and diplomatic manner.
- Previous reception or administrative experience and a good understanding of customer service.
- Excellent attention to detail and strong proofreading skills.
- Effective and highly competent administrative and IT skills, including Word, Excel and PowerPoint.
- Experience of working in a busy environment and the ability to deal with and prioritise competing demands.
- Strong interpersonal skills, with excellent verbal and written communication skills and the ability to communicate confidently with a wide range of people.
- An understanding of the importance of safeguarding and a commitment to undertaking all relevant training.
- A smart and professional appearance appropriate to a front-of-house role.

Expectations

- The Prep sets high professional standards in every respect, and the postholder will be expected to contribute to maintaining these standards.
- The postholder will be expected to participate in training and development considered necessary and appropriate by their manager to ensure the efficient and effective discharge of their duties. This will include whole-school and departmental INSET.
- The postholder is expected to work collaboratively with colleagues and to contribute positively to the smooth running of The Prep Admin Office and Reception.

Terms and Conditions

- Hours of work:
 - Part-time: 27.5 hours per week Monday to Friday, 12:30–18:00 during term time (33 weeks per year)
 - 12 Saturdays per year, 08:30–12:30 (4 per term, on a rota basis)



- Attendance required for 5 full days of INSET (2 in September, 2 in January and 1 in April)
- Salary: Pro rata (based on 0.55 FTE) shall be £14,017.00 per annum.
- The appointment is subject to 4 weeks' notice
- The College offers a defined contribution Workplace Pension Plan
- Longlisted candidates will be asked to undertake identity and, where applicable to the role, qualification checks in accordance with the School's Safeguarding Policy. They must also agree to references being taken up at that stage and checks being made with past employers.
- The appointment is subject to satisfactory references, clearance from the Disclosure and Barring Service, proof of identity and qualifications, and a satisfactory medical declaration.

This list is not exhaustive and reflects the broad nature of the Reception function. The postholder may be required to undertake other duties appropriate to the role, as directed by the Prep Admin Office Team Leader, to support the day-to-day running of the Admin Office and Reception.

Oct 26

