



Job Description ~ Receptionist/Administrative Support

Job Title: Receptionist/ Administrative Support	Winterton Community Academy
Salary: £20,573 – £22,287 (pro-rata rate)	Hours: 37 hours, term time only
Overall Purpose of Job To provide an effective, efficient and customer friendly reception service including first aid to staff and students. Under the direction of the Premises and Finance Manager to assist in providing timely administrative support.	
Main Responsibilities Undertaking of duties in an effective and conscientious manner. For maintaining accuracy and meeting pre-determined deadlines. For non-routine aspects of work, ensuring that action taken does not impede the efficiency of the school. To carry out designated first aid duties, including necessary accident reporting and logging of incidents Providing secretarial, clerical, typing and computer support such as: • Types letters, memoranda • Answers routine enquiries from staff, pupils, parents and the general public • Performs switchboard and reception duties • Files, updates and retrieves information manually and electronically • Prepares and answers routine correspondence • Records and posts all outgoing mail. • Photocopying • Delivering Messages • Distribution of Internal Mail Receives, receipts and collates monies from pupils, such as trip payments, dinner money, recording the necessary transaction details. Perform such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility	
Knowledge, Skill and Experience Required • Good administrative skills. • Ability to answer routine enquiries by telephone and face to face. • IT skills – inputting and retrieving data. • Good organisational skills. • Excellent communication skills • First Aider • The ability to deal with constant interruptions when working and changing deadlines • Interpersonal skills and the ability to work as part of a team	



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Creativity and Innovation

Will not need to be creative however problem solving for routine enquiries will be necessary to the postholder.

Generic Responsibilities

To be aware of the School's duty of care in relation to staff, students and visitors and to comply with the health and safety policies at all times

To establish and maintain positive, constructive and professional working relationships with staff, visitors, students, parents and all other stakeholders of the School

To be aware of and comply with the Codes of Conduct, regulations and policies of the School and its commitment to equal opportunities. Act in a courteous way at all times in communication with both colleagues and other school stakeholders

To support and contribute to the School's commitment to 'Every Child Matters', enabling children to be healthy, stay safe, enjoy and achieve, make a positive contribution and achieve economic well-being. To contribute to whole School events as and when required

To develop self within the post, undertaking training / appraisal as appropriate to ensure that relevant knowledge and skills are updated in order to support the development of the School

Contacts and Relationships

The postholder will come into contact with all school staff on a daily basis

To establish and build upon relationships with external contacts

Communicates in an appropriate way with students when encountering them daily

All users of the school site

Work Demands

Although pupils/parents may interrupt administrative work as the receptionist this will be a part of the daily routine.

Prioritising jobs

Work demands will vary throughout the year, but the post holder must be prepared to work to deadlines at various times

Physical Demands

Sits at desk for most activities but infrequently tours the school to locate staff/students

Normal physical activity and office working conditions

Will be expected to lift items such as parcels delivered to the office, boxes of photocopier paper and stationery supplies.

Maybe required to move items such as computers, screens etc

Working Conditions

At risk of verbal abuse and physical harm from a minority of pupils and parents who behave aggressively

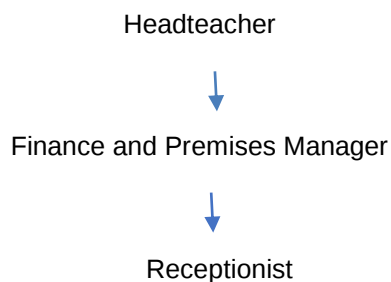
At risk of infection when cleaning up after encountering children who are unwell

Constant interruptions to flow of work



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Position in Organisation



Note:

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.

Date of Job Description 13 October 2025

Date copy sent to Post holder