



Job Title: Receptionist & Administrator (School)

Responsible to: HR Manager

Job Summary:

The Receptionist is the first point of contact for Talbot House Children's Charity, providing a professional, friendly, and welcoming reception service to pupils, families, visitors, staff, and external stakeholders. The post holder will deliver excellent customer service by greeting visitors, managing incoming telephone and radio communications, and responding to enquiries promptly and efficiently, ensuring a positive first impression at all times.

The Receptionist is responsible for maintaining a clean, organised, and welcoming reception area, ensuring it is presented to a consistently high standard.

In addition to reception duties, the role provides comprehensive administrative support to the HR Manager, Administration Team, and wider School Team. The post holder must be highly organised, able to prioritise a varied workload, maintain confidentiality, and work accurately under pressure to meet competing deadlines while supporting the effective day-to-day operation of the Charity.

Main Duties

Receptionist:

- Act as the first point of contact for the Charity, providing a professional and welcoming reception service to visitors, contractors, parents, staff, and external stakeholders in person, by telephone, radio, email, and post.
- Manage visitor sign-in procedures, ensuring all visitors and contractors comply with safeguarding and security requirements, including the completion of relevant documentation where required.
- Receive, record, and distribute incoming mail, deliveries, and messages promptly, maintaining accurate mail logs and liaising with the appropriate departments.
- Maintain the reception area to a consistently high standard, ensuring it is clean, organised, welcoming, and appropriately presented, including displays, noticeboards, digital screens, lighting, and seasonal decorations.
- Record and communicate staff and pupil absences accurately, updating relevant systems, including SIMS, CPOMS, and absence logs, and produce daily fire registers in accordance with organisational procedures.
- Coordinate deliveries and collections, ensuring items are received, stored, and distributed efficiently.
- Order and maintain stocks of stationery, printer consumables, water supplies, and other office essentials, managing returns where necessary.
- Manage the termly replenishment of first aid kits, ensuring all kits are checked, restocked, compliant, and redistributed across the Charity.
- Support the onboarding of agency staff by preparing induction packs, maintaining records, and completing weekly agency timesheets for payroll in liaison with the HR Manager and Finance Team.

- Maintain pupil medication records, ensuring documentation is up to date and medication storage areas remain organised and compliant with administration procedures.
- Provide administrative support to the Chief Executive Officer by coordinating Board and committee meetings, preparing and distributing meeting papers, arranging diary invitations, and communicating meeting information to Trustees and Governors.

General / Administration Team / School Administration Support:

- Provide administrative support to the Finance Executive.
- Provide administrative support with pupil medication and first aid, maintaining accurate accident records and associated documentation.
- Support the wider Administration Team with a range of general school administration tasks, including preparing correspondence, newsletters, pupil communications, certificates, reading records, bookings, orders, petty cash administration, and maintaining relevant logs and records.
- Assist with proofreading documents, including policies, procedures, and other organisational publications, ensuring accuracy and consistency.
- Monitor pending social media enquiries and posts, directing them to the appropriate department for review and response in line with organisational procedures.
- Support the Administration Team during fire drills and emergency evacuations by assisting with fire registers, emergency equipment, medications, and grab bags in accordance with the Charity's Fire Policy and evacuation procedures.

Other:

- Support the Talbot House Children's Charity's commitment to safeguarding and promoting the welfare of children, contributing positively to the school's values and ethos.
- Act as a positive role model for pupils, maintaining professional standards and encouraging a safe, respectful environment.
- Comply with Charity policies and procedures, including safeguarding, health and safety, equality and diversity, confidentiality, data protection, and security requirements.
- Work collaboratively as part of the wider team, providing support to colleagues and participating in team meetings and training to support continuous professional development.
- Drive company vehicles, including cars and minibuses, as required, if applicable.
- Undertake additional duties, as required, to support the effective operation of the organisation while maintaining flexibility to meet changing service needs.
- The above list is not exhaustive and other duties may be attached to the post from time to time.
- Variation may also occur to the duties and responsibilities without changing the general character of the post.

To apply please fully complete our application form, using the personal specification to help you complete the 'skills, experience and knowledge' section of the form. Applicants who read our Tips for Applicants document before completing this section of our application form are more likely to be offered an interview. You will find our Tips for Applicants document attached above.

If you have any queries regarding this position or the application process, please contact the HR Department on 0191 229 0111 or email HR at: hr@talbothousecc.org.uk

Note: The Charity is committed to safeguarding and promoting the welfare of children and expect all staff to share this commitment. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff to share this commitment (see full policy details on our website). This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants should be aware that the post will only be offered to successful candidates subject to an Enhanced DBS check as well as other employment clearances and continued subscription to the DBS Update Service. Please see link for further information:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/945449/rehabilitation-of-offenders-guidance.pdf

Please note that this role is classed as regulated activity as it involves working directly with children and / or vulnerable adults. All short-listed candidates will be asked to complete a criminal records self-declaration form prior to interview. Please note it is an offence to apply for this role if the applicant is barred from engaging in regulated activity relevant to children and the Charity has the right to respond appropriately.

We can only accept a Charity Application Form for this role. We are not able to accept CVs for any role. If you submit a CV it will not be reviewed. Please view our safer recruitment policy. Applicants should be aware that any relevant issues arising from their declarations and references will be addressed at interview.

Personal Specification:

CRITERIA ESSENTIAL / DESIRABLE CRITERIA FOR THE ROLE & WHERE TO EVIDENCE		ESSENTIAL / DESIRABLE CRITERIA	EVIDENCE:
QUALIFICATIONS, EXPERIENCE & TRAINING			
1	GCSE grade C/4 or above in English and Mathematics.	E	A
2	Previous experience in a Reception and Administration role.	E	A/I/R
3	Experience working within HR or school administration.	D	A/I/R
4	Excellent ICT skills, including proficiency in Microsoft Office applications such as Word and Excel.	E	A/I/R
5	Experience of creating and maintaining spreadsheets and using systems such as Excel and Microsoft Teams to record and manage information.	E	A/I/R
6	Experience using School Information Management Systems (SIMS and CPOMS).	D	A/I/R
ABILITIES & SKILLS			
7	Excellent verbal and written communication skills, including a professional telephone manner.	E	A/I/R
8	Strong proof-reading and grammar skills.	D	A/I
9	Ability to work in a methodical, well-organised manner and prioritise workload effectively.	E	A/I/R
10	High level of accuracy and attention to detail.	E	A/I/R
11	Ability to build positive working relationships with staff, pupils, and stakeholders.	E	A/I/R
12	Ability to work flexibly and respond positively to change.	E	A/I/R
13	Understanding of safeguarding principles and the importance of child protection.	E	A/I/R
PERSONAL QUALITIES			
14	Positive, enthusiastic, and reliable with a strong work ethic.	E	A/I/R
15	Professional in appearance and conduct.	E	A/I/R
16	Friendly, approachable, and able to build positive working relationships.	E	A/I/R
17	Proactive, adaptable, and willing to support colleagues when required.	E	A/I/R
18	Demonstrates sensitivity, integrity, and respect for confidentiality.	E	A/I/R
19	Committed to the values and ethos of Talbot House Children's Charity.	E	A/I/R
20	Enhanced DBS Certificate / DBS Online Subscription	D	Certificate

A = Application Form, I = Interview, R = Reference