



CLAYESMORE

Job Title: Receptionist

Reports to: Head's PA

Job Purpose

The primary purpose of the Receptionist is to ensure that the Main House Reception is efficient and effective in welcoming visitors, be they parents or other guests. It is also to provide secretarial support to the SLT. Communication with parents is vital, providing them any help and information they may need regarding their child's education at Clayesmore. This role requires a flexible approach and the ability to react quickly and to multi-task whilst maintaining attention to detail. Having a welcoming, friendly and helpful manner with staff and visitors is essential.

Main duties and responsibilities

Reception

- Helping parents with their questions and enquiries
- Meeting and greeting visitors to Clayesmore and signing them in correctly
- Informing other staff of visitors' arrival as necessary and ensuring visitors are hosted appropriately until those staff members have arrived
- Monitoring and controlling the arrival of visitors into the Main House
- Receiving, sorting and distributing letters and small parcels
- Posting of outgoing mail
- Assisting with and preparing multiple mailings
- Ensuring the Prefects Board kept up to date. Liaising with the signwriter to undertake the updates during the summer holiday period.
- Inputting data into school databases as required and as appropriate
- Training other staff to be able to deal with all aspects of the reception tasks as required
- Distributing letters for parents
- Administration of telephone directory and the visitor's log
- Room bookings for Main House
- Management and ordering of stationery
- Tasks and duties in support of administrative functions as required
- Covering Saturday reception requirements in the event of absence

Person Specification

Essential

- Embody the values of Clayesmore, demonstrating loyalty to the school and its ethos
- Previous experience of working in a busy reception/front of house role
- Excellent communication skills ensuring a courteous and welcoming manner at all times
- A high standard of working knowledge of Excel, Word and Outlook
- A high degree of accuracy with attention to detail
- A flexible approach with a willingness to adapt to the changing demands of school life
- A highly motivated individual with the ability to work on their own initiative
- Exceptional social and interpersonal skills of the highest calibre
- Experience of prioritising and planning a busy workload
- A deliverer of exceptional customer service at all times

Desirable

- Experience of working in a similar role in an independent school

Additional Information

- This is a term time only role, working 34 hours per week with a 30 minutes unpaid break
- Benefits include a free lunch each day, free membership of the Clayesmore Sports Centre, pension and death in service benefits
- Membership of the Clayesmore Society and associated member benefits

Date reviewed: November 2025
Reviewed by: Head's PA / Head of HR

Clayesmore School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants for this post must be willing to undergo safeguarding screening, including reference checks with previous employers and a criminal record check with the Disclosure and Barring Service.