

BROMSGROVE SCHOOL

We require a School Receptionist

Line Manager: Assistant Head

Hours: 8.30am. – 5.00pm. (there is a 30-minute unpaid lunch break). Term time only plus one week before each new academic year commences, there is an option for the role to be 52 weeks.

Salary: £13 per hour

Holidays: 25 days per annum plus 8 statutory bank holidays plus an additional 2 days' annual leave are awarded after 5 years' service (pro-rata).

Sickness: Graduated sickness entitlement dependent upon length of service up to a maximum of 12 weeks after 11 years of employment

Pension: Contributory scheme up to 7%

Other Benefits: Lunch provided at no charge whilst on duty, car parking

Overview

The School Receptionist is the first point of contact for all visitors, parents, pupils, and external partners. As the public face of the school, the postholder must be exceptionally well presented, calm under pressure, and able to communicate with clarity, tact, diplomacy, and firmness at all times. The role requires excellent organisational skills, the ability to manage multiple priorities, and a warm yet professional manner that reflects the ethos and values of the school.

MAIN RESPONSIBILITIES

Front of House & Visitor Management

- Provide a welcoming, polished, and professional reception service for all visitors, parents, pupils and staff.
- Ensure all visitors are signed in, issued passes, and directed appropriately in line with safeguarding procedures.
- Maintain a calm, courteous, and confident presence, even during busy or challenging periods.
- Ensure the reception area is well kept and clutter free to provide a good first impression.

Communication & Liaison

- Act as the first point of contact for incoming calls, emails, and enquiries, responding promptly and professionally.
- Communicate clearly, firmly, and tactfully when managing sensitive or confidential matters.
- Liaise effectively with all colleagues across the school.

- Support communication between the school and parents, including distributing messages, notices, and updates.

Administrative Support

- Manage reception diaries, meeting room bookings, and visitor schedules.
- Assist with general administrative tasks such as filing, photocopying, data entry, and document preparation.
- Maintain accurate records, logs, and registers as required.
- Support the coordination of school events, open days, and parent meetings.

Emergency & Safeguarding Responsibilities

- Act as a key point of contact during emergency situations, following established procedures calmly and efficiently.
- Ensure safeguarding protocols are followed rigorously, including visitor checks and reporting concerns appropriately.

General Duties

- Uphold the school's values, ethos, and commitment to standards.
- Maintain confidentiality and discretion at all times.
- Undertake training as required, including safeguarding and first aid.
- Carry out any other reasonable duties requested by the Assistant.

Person Specification

Essential Qualities

- Exceptionally well presented, with a professional and confident manner.
- Highly organised, able to prioritise effectively and manage competing demands.
- Calm and composed, especially during busy periods or unexpected situations.
- Clear, articulate communicator, both in person and in writing.
- Diplomatic and tactful, able to handle sensitive conversations with discretion.
- Firm but courteous, able to uphold school policies confidently.
- Reliable and punctual, with a strong sense of responsibility.
- Warm, welcoming, and approachable, representing the school's values.

Skills & Experience

- Previous experience in a receptionist, front-of-house, or administrative role (preferably in a school or professional services environment).
- Strong IT skills, including Microsoft Office and school management systems (training can be provided).
- Excellent attention to detail and accuracy.
- Ability to work independently and as part of a team.
- Experience handling confidential information appropriately.

Desirable

- Experience in an independent school setting.
- First aid training.
- Knowledge of safeguarding procedures.
- Experience supporting emergency or incident response processes.

How to Apply

Please complete the school's online application form. Closing date: Monday 7 September 2026

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS).