



PENRYN COLLEGE

JOB DESCRIPTION

Job Title:	Receptionist
Grade:	D - £24,445 - £24,676 per annum pro rata
Hours:	37 hours per week, Term Time, Plus INSET + 3 extra days to be agreed. 08.00am to 4.00pm Monday to Friday
Responsible to:	HR Manager

Main Purpose of Job

The Receptionist is the first point of contact for visitors, staff, and students at Penryn College. The role is responsible for providing a welcoming, professional, and efficient reception service, ensuring all enquiries are handled promptly and courteously. The postholder will manage incoming communications, support administrative tasks, and maintain a safe and secure environment by following college procedures. This position plays a key role in promoting a positive image of the college and delivering excellent customer service at all times.

Duties and Responsibilities

- Serve as the first point of contact for visitors, staff, and students, delivering a professional, courteous, and welcoming reception service.
- Manage incoming telephone calls, prioritising and responding appropriately, including accurate message recording and distribution.
- Administer visitor sign-in procedures in full compliance with safeguarding and security protocols.
- Provide assistance and support to parents, staff, visitors, and students when attending reception.
- Maintain a high standard of tidiness and organisation within the reception area to ensure a professional and welcoming environment.
- Oversee lost property processes, including sorting and returning named items, recording unnamed items, and supporting recycling procedures as required.
- Provide administrative support for school record-keeping, including maintaining lists (e.g., free school meals), preparing correspondence, reports, and documentation, updating pupil records (electronic and paper), photocopying, and filing.
- Undertake reprographics and document collation for whole-school requirements, including reports, letters, and examination materials.
- Assist with accurate data entry and maintenance of student records on SIMS, ensuring all information is current and correct.
- Sort and distribute incoming mail promptly and prepare outgoing mail, including examination papers, ensuring secure handling and correct use of the franking machine. Liaise with postal services and manage mail drop-offs as required.
- Coordinate with immunisation providers to schedule dates and administer the programme in line with school procedures.
- Support the HR Manager during fire drills and emergencies by ensuring registers, equipment, and assigned procedures are completed accurately.
- Work collaboratively as part of the administration team, providing cover and support for colleagues as directed by the HR Manager and Senior Leadership Team.
- Liaise professionally with staff, governors, pupils, parents, and external agencies as required.



General Duties and Responsibilities

- Maintain the highest standards of confidentiality at all times in relation to reports, records, personal data concerning staff and students, and any other sensitive or confidential information within the school.
- Comply with and actively support the school's safeguarding and child protection policies and procedures, ensuring the welfare of children is promoted and any concerns are raised promptly in accordance with established protocols.
- Adhere to all relevant rules, regulations, legislation, and procedures, including the school's Equal Opportunities Policy, Code of Conduct, and statutory requirements such as Health and Safety and Data Protection.
- Take responsibility for personal professional development by engaging in training and learning opportunities as appropriate to the role.
- Undertake any other duties commensurate with the grade of the post as required to support the effective operation of the school.

Date Prepared: **November 2025**

Prepared by: **HR Manager**

PERSON SPECIFICATION

Job Title:

Receptionist

Person specification prepared by:

Penryn College

Date: November 2025

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<u>Relevant Experience</u>	Practical experience of administration within an office environment. Practical experience of Microsoft Office programmes with the use of Word, Excel, PowerPoint, Email and the internet.	Relevant work experience within a school/ college environment. Experience of SIMS.	Application form/ Interview.
<u>Education & Training</u>	Attainment of GCSE qualifications or equivalent (level 2 standard of education) to include Maths and English. First Aid trained (or happy to undertake the training)	Attainment of NVQ Level 3 qualification in a relevant subject area. Knowledge of outside agencies available to schools.	Application form.
<u>Special Knowledge & Skills</u>	Excellent IT skills including the ability to use Excel and mail merge. Excellent written, verbal and oral communication skills. Excellent numeracy and literacy skills. Excellent organisational skills.	Knowledge of Safeguarding Procedures in a School Environment.	Application form/ Interview.
<u>Any Additional Factors</u>	Reliable, self-motivated and enthusiastic. Friendly and professional approach. Professional, tactful & sensitive. Discreet & confidential. Ability to maintain high standards of accuracy. Ability to prioritise. Enjoys working in a fast paced and busy reception area. Able to work on own initiative and in a team. Acceptance of different attitudes, enjoys working with young people & children. Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.	Be able to communicate with people of all ages, abilities and attitudes.	Interview/ References.



Penryn
College

"Achieving through Challenge"

Be Respectful, Be Responsible