



Thames View Infants

Front of House Receptionist

Job Description

Front of House Receptionist Job Purpose:

The Front of House Receptionist is a central part of the School Office Team, whose main objective is to ensure our customers (families) have a smooth arrival and departure experience, that makes all our visitors feel at home/welcomed, with all of their questions answered. Acting as an ambassador for the “first and last” impression of the School, this high-profile position carries a unique responsibility to showcase our values and ethos. The Front of House Receptionist will have a special role in that he/she will be “joining-up”, triaging and co-ordinating Families, Visitors, Guests, School and other Professionals throughout the day with a “can do” approach. Being the first point of contact, they will meet and greet customers and professionals, directing visitors to the correct proper department/office location. They will answer calls/emails politely, quickly and efficiently. They will influence the planning of the School Day. They will keep the reception area clean and tidy at all times and provide administrative support to the Office Team as required at quieter times.

Front of House Receptionist Job Duties:

- Representing the School with a professional appearance and positive attitude, in-keeping with the School’s vision and ethos
- Greeting visitors, checking them in warmly, supplying them with visitor's badges and offering them help
- Identifying staff to usher children, visitors and guests around School
- Provide customer support and accurate information about services and support the School offers
- Setting up meeting facilities
- Providing and booking appointments
- Listen and respond to guest queries and requests both in-person and by phone
- Liaise with necessary staff including to resolve any problems or complaints made
- Directly implementing School policies and protocols, including attendance, punctuality and time-keeping
- Knowing “what’s happening” - answering questions about events and the provision offered at the School
- Interacting and “joining up” with other departments such as Inclusion, Family Support, Attendance, Heads of Years and Class Teachers
- Scheduling appointments and meeting times
- Maintaining front door security and reporting any suspicious activity
- Complete and maintain any incident reports, daily activity reports or other reports requested by leadership team
- Taking and directing calls/emails
- Completing administrative tasks like filing and delivering and accepting mail
- Maintain a neat and orderly front desk and reception area
- Keeping basic office supplies like pens stocked and accessible to visitors
- Ordering supplies for the rest of the office
- Maintaining a positive attitude and friendly demeanour



Thames View Infants

Front of House Receptionist

The above mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out such other duties as directed by the Headteacher with the grading level of the post and the competence of the post holder.

This role description will be reviewed at the beginning of each Academic Year.

Person Specification:

- Experience of working within a Corporate or 5* Hotel Reception environment
- Knowledge of the School, how it works and it's vision and ethos
- Independent and self-managing worker
- Strong customer service skills - a great networker!
- Professional/confident telephone manner and excellent oral & written communication skills, good computer literacy.
- Ability to use initiative and remain calm under pressure.
- A strong team player with the ability to multi-task & prioritise work commitments.
- Flexible approach to departmental requirements.
- Good educational background & a solid command of written & spoken English
- Good sense of humour & an approachable personality
- Attentiveness, Good Memory, Helpfulness, the ability to Multi-task
- Proficient in Microsoft Office Suite and other necessary computer programs
- Ability to maintain a positive, friendly attitude even under high pressure

Key Competencies and Qualities:

- customer service orientation
- attention to detail and accuracy
- planning and organizing
- ability to multitask and prioritize
- professional appearance and attitude
- effective verbal and written communication skills
- ability to handle stress and stay calm under pressure
- conflict resolution skills
- decision making and judgment skills
- team work
- flexible regarding work schedules
- ability to respond appropriately to diverse customers and guests