

Role Profile

Part A - Grade & Structure Information

Job Family Code	4BF	Role Title	Receptionist
Grade	S4	Reports to (role title)	Bursar & Leadership team
JE Band	135-160	School	Chertsey Nursery School
		Date Role Profile was created	Dec 2025

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To undertake a range of clerical and administrative duties to support the smooth running of the Nursery School.</p> <p>Carry out all reception duties in the front office, including welcoming visitors, telephone calls, appointments for parents, receiving deliveries and use of Sims to record student attendance. Ensuring that matters are dealt with confidentiality, comply with safeguarding and GDPR.</p> <p>To be part of the administrative team in support of the school under the overall direction of the Head of School / Bursar.</p> <p>Key deliverables include:</p> <p>Act as the first point of contact for visitors and parents, providing a courteous and professional welcome and ensuring school security procedures are followed (GDPR).</p> <ul style="list-style-type: none">• Handle telephone and email enquiries promptly and confidentially, managing the main school inbox and responding appropriately.• Collect, update, and maintain accurate information, data, and records, producing routine reports for SLT when required for example attendance reports.• Maintain manual and computerised records, databases• Updating the website in liaison with the Head of School• Support pupil attendance processes, including updating SIMS and following up on absences.• Issue communications to parents using systems such as Teacher2Parents.• Maintain reception area notice boards and parent information.• Monitor and maintain first aid kits, manage stocks and supplies and distribute where necessary.• Carry out general office duties to support the smooth running of the school.
Work Context	<p>Chertsey Nursery School is one of Surrey's 4 Maintained Nursery Schools. There are approximately 80-100 children on roll in the Nursery including a Special Needs Class. The Nursery School works cohesively focussing on the needs of the whole family. The role will be based at the Chertsey Nursery site. The Governing Body is Federated with Dorking Nursery School and there is a close partnership between the two settings.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none">• Organise information to agreed procedures by filing, data entry, checking/matching data etc to ensure accurate records are maintained.• Prepare and dispatch a range of routine documents to meet the daily priorities in their area of responsibility. <p>Service Delivery</p> <ul style="list-style-type: none">• Carry out administrative and/or support activities to contribute to the smooth running of the work unit.• Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service to others. <p>Planning & Organising</p> <ul style="list-style-type: none">• Organise routine meetings, make arrangements and bookings under clearly defined instructions and maintain diaries.• Help to prepare straightforward materials to assist in the effective organisation of internal/ external activities• Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Finance/Resource Management</p> <ul style="list-style-type: none">• Follow set order procedures to ensure adequate low value supplies and resources are available to meet office/work unit requirements. <p>Work with others</p> <ul style="list-style-type: none">• Receive visitors and provide basic information in a courteous manner to promote a positive image of the work unit. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none">• Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.• Working knowledge of relevant systems, equipment, processes and procedures.• Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures.• Competent in a range of IT tools.• Ability to work with others to achieve objectives and provide excellent customer service.• Ability to communicate clearly orally and in writing.• Accuracy and ability to prioritise and organise own workload.• Previous office experience to enable jobholder to deal with administrative procedures confidently.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Please see above and in addition -</p> <ul style="list-style-type: none">• Candidates must have excellent written and verbal English skills.• Keen interest to develop and work within a Nursery School environment• Attend relevant training and CPD for the post.• Ability to be flexible and take own initiative.• Attend meetings as directed.• This post is subject to satisfactory references, DBS and pre-employment checks.
Role Summary	<p>Roles at this level support service users and/or staff as part of a specific service or team. They typically provide administrative or procedural support working on a broad range of routine activities within well established procedures. They will work in teams under the guidance of more senior colleagues and will be expected to be able to plan and organise their own workload, on an hour-to-hour and day-to-day basis within clear procedures. They will need to understand the objectives of the department sufficiently to allow them to time and sequence tasks so that they can support the work of others effectively.</p>

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Chertsey Nursery School is committed to safeguarding and promoting the welfare of children, young people, families and carers and expects all staff and volunteers to share this commitment. Appointment to this post will be subject to an enhanced check by the Disclosure and Baring Service. Online checks and professional references are completed at shortlisting.