



THE WALLACE HIGH SCHOOL SCHOOL RECEPTIONIST

HOURS OF WORK: 35 hours per week, term time (38 weeks) plus 10 additional days
8.30am – 4.30pm, Monday to Friday

SALARY: NJC SCP11-14 (£27,269 - £28,624) pro rata.

GENERAL INFORMATION

The Wallace High School is a co-educational, voluntary grammar school founded in 1880. The annual intake of pupils into Year 8 is 170 and there are some 300 pupils in the Sixth Form. The school draws its pupils from Lisburn and the surrounding area.

RECEPTIONIST

The Wallace High School is seeking to appoint a Receptionist with the following qualities:

- good interpersonal skills;
- the ability to work under pressure and apply common sense and initiative to the demands of the post;
- a warm and welcoming personality, with a commitment to providing exceptional customer service;
- strong organisational skills and the ability to multitask effectively and keep calm under pressure and
- a high degree of confidentiality and professionalism.

The Receptionist will work with the Office Manager to ensure the smooth operation of the Front Office during term time.

KEY RESPONSIBILITIES

1. Front Desk Management

- Greet and assist visitors, students, and staff in a friendly and professional manner.
- Answer and direct incoming phone calls, taking messages when necessary.
- Maintain a tidy and welcoming Reception area.

2. Administrative Support

- Assist with general administrative tasks, such as data entry, and filing.
- Manage and distribute incoming and outgoing mail.

- Maintain student attendance records and assist with tracking student arrivals and departures.
3. Enquiry Handling
- Respond to inquiries from parents, guardians, and visitors, providing information about the school's policies and procedures.
4. School Records
- Maintain accurate and confidential school records, including attendance, registration, and student data.
5. Safety and Security
- Monitor and ensure the security of the front entrance, following school safety protocols.
 - Provide visitor badges and maintain a log of visitors and their purposes on-site.

The above responsibilities are subject to the general duties and responsibilities contained in the statement of conditions of appointment.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed regularly and may be subject to modification or amendment at any time after due consideration.

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL CRITERIA

- Two years' experience as either a Receptionist or in a general administrative role.
- Five passes at GCSE or equivalent to include a C grade at GCSE or equivalent Level 2 qualification in English and Mathematics.
- Competent in the use of a range of administrative software packages.

DESIRABLE CRITERIA

- Experience of working with young people in a voluntary or paid role.

The Board of Governors reserves the right to enhance the above criteria at shortlisting.

APPLICATIONS

It is preferred that application forms are emailed in Word format to the recruit@wallacehigh.net. An acknowledgement will be sent by return of email. Applicants should ensure that they indicate clearly on their application form how they meet the criteria.

The closing date for receipt of application forms is **Tuesday, 13 May 2025 at 12 midday.**

In order to comply with DE guidelines on Child Protection shortlisted applicants should bring an original birth certificate and/or marriage certificate (if appropriate) plus photographic ID to their interview.

NB: It is an offence for an individual who is on either of the Department's Lists (UP List and/or List 99), or who is the subject of a disqualification order from the courts, to apply for, or offer to do any work, paid or unpaid, in a regulated position.