RECEPTIONIST

CANDIDATE INFORMATION

King's Worcester

INDEPENDENT CO-ED DAY SCHOOL FOR AGES 2-18



Welcome

Thank you for your interest in the role of Receptionist at the King's School Worcester.

The King's Foundation is made up of three schools: King's Senior School and two preparatory schools, King's St Alban's and King's Hawford. Together, they form a vibrant and nurturing educational community.

King's Senior School educates approximately 780 pupils aged 11–18 on our stunning city-centre campus. Sharing this site is King's St Alban's, a thriving prep school for around 160 pupils aged 2–11. Just north of the city, in the beautiful Worcestershire countryside, King's Hawford provides a dynamic learning environment for approximately 210 pupils aged 2–11. All three schools are united under a single governing body, ensuring a cohesive vision and shared values across the Foundation.

At the core of the King's Foundation is a steadfast commitment to delivering an outstanding education which is made possible by our exceptional staff. We are proud to foster a strong, supportive, and inclusive professional community built on trust, respect, and collaboration.

Our Schools are exciting and rewarding places to work, and we are delighted that you are considering joining us. Our professional family includes a wide range of teaching and support roles, each playing a vital part in the life of our Foundation. Central to our ethos is a friendly and welcoming atmosphere, underpinned by excellent relationships between staff, volunteers and pupils who are encouraged to work hard, play hard, and look after each other.

Our search for the right candidate for this role is important to us, and we know it is important to you too. Please take the time to explore the details within this booklet. If this opportunity strikes a chord with you, we look forward to receiving your application, to meeting you in the weeks ahead, and - if successful - welcoming you to our community.

Thank you for your interest in King's Worcester. We hope this marks the beginning of a fulfilling and inspiring journey with us.



Ben Charles
Head of Foundation

Job Description

We wish to appoint a Receptionist to join our busy Senior School Office team, working as part of a job share arrangement alongside our current Receptionist. As the first point of contact at the School, we are looking for applicants with an unflappable, friendly and professional demeanour. A willingness to develop your own skills and maintain high standards within this supportive and busy department is essential.

Working pattern This is a permanent, year round position. 25 hours per week during term time, and 30 hours per week during school holidays.

During term time our Reception is operated on a rotating basis of two shift patterns:
Week 1: Monday to Friday 8am to 1pm
Week 2: Monday to Friday 1pm to 6pm.
During school holidays the working pattern will be 9am to 3pm, Monday to Friday.

Salary £18,849.85 per annum

Start date January 2027, or as soon as possible thereafter, following successful completion of pre-employment checks

Duties will include

- Dealing with telephone and personal callers in a courteous and professional manner. Handling routine enquiries and directing callers and visitors to the appropriate department, following up queries by telephone or email as necessary.
- Taking messages and ensuring that the information is passed to the correct member of staff accurately and in a timely fashion.
- Greeting visitors to the School and providing refreshments if required. Ensuring the appropriate member of staff is informed of their arrival. Escort visitors if required.
- Ensuring all visitors sign in and out, confirming relevant identification checks have been completed and copying any relevant paperwork.
- Ensuring all visitors to the School are aware of safeguarding and health and safety policies.
- Maintaining the reception area to present a welcoming and professional environment.
- Booking and monitoring visitor parking requests and creating and setting-up appropriate signage.
- Recording and emailing any absent messages to relevant staff.
- Delivering items to pupils brought into school from parents/carers.
- Generating reports from the school database and collating and distributing school notices to staff and pupils.
- Receiving incoming mail and parcels, arranging sorting and distribution to relevant staff; dispatching outgoing mail.
- Ordering and maintaining stationery supplies, stamps and franking materials.
- Assisting with the running of the School Uniform Shop.
- Maintaining records on the iSAMS database and maintaining the staff emergency contact details list as necessary.
- Verification of Duke of Edinburgh (DofE) Bronze, Silver and Gold Awards. To include, daily monitoring of DofE site for messages regarding issues with pupils' submission of evidence for completion of awards, and monitoring the DofE site for notifications that pupils have completed all sections of their awards.
- Taking delivery of exam materials and distributing exam certificates, following confidentiality and security procedures in order to meet compliance requirements for inspections.
- Undertaking general administrative duties.
- Dealing with lost property queries.
- Looking after sick and injured pupils if the Health Centre is closed.
- Daily generation of Reward and Conduct Reports for distribution to all pastoral staff and Heads of House.

Job Description and Person Specification

- Daily generation of Staff Announcements on Firefly and distribution to all Senior School staff.
- Assisting pupils and parents at the end of the school day relating to safe travel home.
- Receiving pupil mobile phones, and ensuring their secure storage if pupils have forgotten or lost their Yondr pouch.
- Maintaining the daily lunch passes register.
- Liaising effectively with other members of the administrative team to provide continuity through the school day and provide support and cover for colleagues during lunch breaks and absences.
- Being familiar with the school website and the information it relays to parents.
- Undertaking additional duties related to the job and having flexibility to provide office and reception cover in the event of staff absence.

The successful candidate will be required to follow all King's School policies and procedures, with particular regard to pupil well-being and safeguarding.

Person Specification

The successful candidate will possess the following skills and attributes:

- An excellent telephone manner and the ability to deal with callers and visitors in a calm, friendly and courteous way.
- Excellent interpersonal and communication skills, including the ability to relate well to people on all levels with sensitivity, tact and diplomacy. The need for confidentiality and discretion both within the School and the wider community is understood.
- Good organisational and administrative skills, with the ability to remain calm under pressure.
- Good ICT and typing skills.
- A professional, presentable and approachable demeanour when relating to all members of the school community and visitors.
- An enjoyment of working with, and being in the company of, children.
- Honesty, flexibility and enthusiasm.
- A willingness to take a hands on approach in an emergency.
- Experience working in a reception role and with iSAMS is desirable but not essential.
- A knowledge of safeguarding practices in an education setting is desirable, however training will be provided.



Safeguarding Responsibilities at King's Worcester

The King's Foundation is committed to safeguarding and meeting the needs of all children.

What is safeguarding?
Safeguarding and promoting the welfare of children is defined as:

- Providing help and support to meet the needs of children as soon as problems emerge
- Protecting children from maltreatment, whether that is within or outside the home, including online
- Preventing the impairment of children's mental and physical health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care, and
- Taking action to enable all children to have the best outcomes.

(Definition from *Keeping Children Safe in Education, 2026)*

Our commitment to safeguarding
The King's School, Worcester ensures that safeguarding is given the highest priority and actively promotes the well-being of pupils. Safeguarding and child protection are at the forefront of, and underpin all relevant aspects of, process and policy development.

The Foundation's safeguarding culture supports good practice and enables issues to be addressed promptly and appropriately in the best interests of the children.

Safeguarding culture at King's

As we strive to maintain an open culture of safeguarding across the King's Foundation, we:

- Train our staff and volunteers in safeguarding
- Work in partnership with King's families
- Liaise with external support agencies
- Follow the four Rs: Recognise, Record, Report, Refer
- Prioritise early intervention
- Listen to pupils
- Encourage professional curiosity
- Create a team around the child.

Responsibilities of the successful candidate

Staff and volunteers are advised to maintain an attitude of "it could be happening here and probably is" as far as safeguarding is concerned and should always act in the best interest of the child. All staff and volunteers must:

- Actively promote and safeguard the welfare of all pupils
- Have proper regard for the Foundation's Safeguarding Policy and related procedures
- Report any concerns in a timely manner
- Attend annual safeguarding training.



Application Process

In order to provide our pupils with a well-rounded and enriched educational experience which is truly representative of the world in which they grow up, the King's Foundation strives to place equity, diversity and inclusion at the heart of everything we do, ensuring that we build a community which is truly representative of all backgrounds and experiences. We believe that we will do that best if our employees come from different backgrounds and if we create an environment of inclusion and belonging for them.

All applications will be acknowledged and all applicants will be notified as to whether or not they have been invited to an interview.

Successful applicants will be advised of the date and time of the interview. References will be requested and candidates should be aware that referees will be asked to comment on a candidate's disciplinary record and whether or not the candidate has been subject to any child protection concerns. Proof of identity will be required at interview.

Candidates unsuccessful at interview will receive written notification.

The King's Foundation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All shortlisted candidates will be required to complete a self-declaration regarding any criminal record or other information that may affect their suitability to work with children and an online search against their name/s. The successful candidate will be required to undergo appropriate safeguarding and child protection screening, including enhanced Disclosure and Barring Service (DBS) checks, verification of references and employment history, checks with previous employers, and a Safehire online search prior to the appointment being confirmed. Details of the Foundation's policies on safeguarding and promoting the welfare of children, as well as our equal opportunities policy, are available on request.

How to apply

Candidates should complete a downloadable application form which can be found on the Current Vacancies page of our website at www.ksw.org.uk/careers and should then be emailed to recruitment@ksw.org.uk

Please submit any queries regarding the role to the HR team at recruitment@ksw.org.uk

Closing date for applications: 9am Friday 11th December 2026

We reserve the right to interview suitable candidates and appoint to the role before the closing date, therefore early applications are encouraged.

Please visit the vacancies page of the School website www.ksw.org.uk/careers to find out more about the benefits of working at King's and to hear why our staff love being a member of the Foundation community.

