

Receptionist

Applications are sought from enthusiastic, cheerful and dependable applicants for a part time Receptionist position. The post would suit someone who has strong communication skills and plays a key role in delivering an excellent front of house experience.

The Mall School in Twickenham is an independent co-educational day school for boys and girls from six months to 11. The school is a charitable trust with a board of governors and is a member of the Independent Association of Preparatory Schools. Pupils leave The Mall School at eleven to a range of leading day and state grammar schools.

The Mall School is based on two sites about a ten minute walk apart. The Nursery at The Mall at 84 Hampton Road and 185 Hampton Road for pupils in Reception and above.

The Mall is a friendly and welcoming environment, which expects the best of its pupils. Relationships between staff and children are excellent. Further details about the School are available on our website, as is a copy of the last School Inspection Report.

The Post

The Receptionist is appointed by and accountable to the Headmaster via the Bursar to ensure parents, staff and visitors feel welcomed and supported, whether over the phone, via email or in person. You will play an important part in the efficient running of the Reception area.

Hours of work are 25 hours per week; 12.00pm – 5.00pm Monday to Friday. Salary will be in the range of £13,000–£15000 depending on experience. This is a term-time only role with 5.6 weeks holiday (prorated as appropriate) which must be taken during school holidays.

Typical tasks will include but are not limited to:

Reception Area

- Greeting visitors to the school
- Providing refreshments to visitors
- Operating the telephone switchboard
- Maintaining the visitor register
- Keeping the reception area clean and tidy
- Safekeeping and distribution of school cameras
- Safekeeping and distribution of swimming pool key
- Signing for and distributing parcels and deliveries

Administration

- Inputting and maintaining pupil data onto the school database
- Compiling registers for morning and afternoon minibuses including extra-curricular clubs



- Liaising with minibus drivers and parents for co-ordination of minibus administration
- Affixing the appropriate postage on outgoing mail
- Collation, checking and sending out Common Entrance exam papers to Senior Schools
- Packing and sending out Geography Common Entrance projects to Senior Schools
- Maintaining contacts for all pupils
- Helping with mail merges and bulk mailings
- Maintain record of collections and drop-offs / pupils walking to and from the school
- Maintaining the school register along with inputting relevant absence codes
- Preparing pupil lists for teachers
- Assisting with the administration tasks for parents evenings, Prize Day, Harvest Festival and Carol Service
- Ad hoc duties as required by the Headmaster, Bursar or Headmaster's Personal Assistant.

Welfare Cover (2pm onwards daily)

- Providing first aid and administering medication to pupils
- Maintain accident reports and complete CPOMS as and when required
- Trained fire marshal distributing registers in the event of a fire –visitors book, staff list and pupils list
- Assisting in vaccination drives for pupils
- Responding directly to all parent emails that come to reception regarding pupil illness, absence requests for holidays or medical appointments and future school interview. Copy in relevant teachers and any other relevant staff
- Attendance at Open Day
- General filing and ad hoc duties as requested by the Headmaster or Bursar

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS).

The post is exempt from the Rehabilitation of Offenders Act 1974 and the School is therefore permitted to ask job applicants to declare all convictions and cautions (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with children.

CV's alone will not be accepted but may be submitted in support of the completed application form.

Applications may be sent by post, marked for the attention of the HR and Compliance Manager, or by email to: compliance@themallschool.org.uk. The deadline for applications is **18 September 2026**.

Interviews will be conducted in the week commencing 21 September 2026.

We regularly review applications and reserve the right to close an advert early if we identify suitable candidates. To avoid disappointment, submit your application as soon as possible.

RECEPTIONIST PERSON SPECIFICATION

Training and Qualifications		Essential	Desirable
1.	Good basic education	✓	
2.	Customer service experience	✓	
Experience		Essential	Desirable
1.	Proficient user of Microsoft Office	✓	
2.	Experience of working a telephone switchboard	✓	
3.	Experience of working with children		✓
Abilities and skills		Essential	Desirable
1.	Ability to build rapport and communicate effectively with parents, prospective parents and visitors.	✓	
2.	Excellent attention to detail	✓	
3.	Proven organisational skills	✓	
Knowledge and Understanding		Essential	Desirable
1.	Understanding and commitment to equality of opportunity	✓	
2.	Knowledge of the independent school system		✓
Personal Qualities / Attitudes		Essential	Desirable
1.	Excellent organisational skills	✓	
2.	Commitment to excellent customer care	✓	
3.	Make an effective contribution to the qualities and aspirations of the school	✓	
4.	Willing and able to adopt a flexible attitude to working hours to deliver the need to cover some evenings and weekends to include open mornings	✓	
5.	Well-organised, hard-working and efficient	✓	
6.	Sense of humour and patience	✓	