School Receptionist

Job Description and Person Specification

September 2026

BeyondAutism

beyondautism.org.uk

Registered Charity No. 1082599

About BeyondAutism

Our vision

A world where every autistic learner belongs, succeeds and shapes their own future.

Our mission

To ensure every autistic child and young adult accesses the education and support they need to belong, succeed, and lead lives full of opportunity, choice and independence.

Founded by parents in 2000, we provide a continuum of support from Early Years through Post-19, alongside outreach, training, and our pioneering BeyondAutism Fast Responder service. We combine direct education for children with the most complex needs with national training, resources, and policy influence – creating a blueprint for inclusion that can be scaled across the country.

At the heart of our approach is a deep understanding of behaviour – recognising it as communication and as a reflection of environment and need. Too often, scientific principles have been misapplied in ways that prioritise compliance over the individual's voice. We reject any practice that seeks to suppress identity; instead, we celebrate individuality and apply behaviour analysis in a positive, ethical, and person-centred way – supporting choice, independence, and outcomes that enhance quality of life.

Our values

At BeyondAutism we are:

Dedicated to delivering excellence

Developing expertise, outstanding services and positive engagement, always seeking to go above and beyond expectations.

Committed to understanding behaviour

Contributing to research and ensuring our staff continually develop and share best practice that ensure aspirational outcomes are achieved for autistic individuals.

Respectful

Embracing diversity, showing integrity, acting with compassion and always treating people with dignity.

Proud to challenge

Listening, changing thinking, shifting attitudes and educating.

Job overview

As School Receptionist you will oversee the smooth daily running of Tram House School.

Working as part of a team, you will provide professional administrative support and efficient front-line service for the reception area. You will work with a range of key internal and external stakeholders, including parents and Local Authorities, to ensure that our learners receive the best education possible.

Roles and responsibilities

School administration

- To manage reception which includes answering all calls in a timely manner, taking messages and forwarding them on to the relevant people. Also, welcoming parents and visitors, ensuring they have signed in on arrival, and signed out when departing.
- Providing all visitors with a safeguarding guide.
- Assisting agency workers - finding out where they should be, checking ID and DBS and providing Cause for Concern forms if required.
- Passing Local Authority inquiries to the Head of Pastoral, PA to Heads of School or Finance, as necessary.
- Responsibility for keeping track of all keys and fobs, keeping a record of when they are signed in and out.
- Dealing with post, collections and deliveries. Working with admin team in ensuring they go to the right people.
- Booking approved taxis, monitoring requests, creating PO's and keeping accurate record of journeys booked for Finance – verifying all invoices.
- Monitoring the group calendar daily and School/Service inboxes – replying to, or forwarding on, relevant emails in a timely manner. Maintaining office equipment and arranging for any necessary repairs.
- Supporting the Senior Administrator, Admissions Officer and PA with arranging, co-ordinating and managing parent/teacher evenings and other school events.
- Co-ordinating school trips and outings including venue research, booking, arranging transport and ensuring consent forms are issued and returned.
- Preparation of resources and materials including schoolbooks, registers, visitor books, escort handover docs checking they are up to date, making changes when necessary.
- Liaising with teams to ensure efficient distribution of school supplies, stationery, education supplies, equipment, first aid supplies, and ensuring sufficient stock levels.
- Liaising with the school admin team to ensure opportunities for bulk ordering and cost saving are maximised.
- Co-ordinating/witnessing administration of students' medicine and ensure everything is documented. Monitoring and supporting others to ensure that high Health and Safety are being observed.
- Attending Health and Safety Meetings.

Roles and responsibilities

Facilities management

- Assisting with arrangements for external weekly activities.
- Booking Community Transport, keeping them informed of term dates and notifying of any changes.
- Liaising with Site Managers regarding general maintenance.
- Notifying transport departments of term dates, changes to transport locations, and maintaining accurate transport records.

Curriculum

- Liaising with parents and passing on parent enquires to the appropriate staff member. Monitoring and recording consent forms.
- Sending letters out to parents as directed.
- Ensuring records are kept up to date (medical, data collection forms etc.).

Working with pupils

- Preparing and updating school records and consent documentation.
- Undertaking training to become a Qualified First Aider. Managing the care of pupils who are ill at school and liaising with parents.

General responsibilities

- To understand, adhere to and actively implement all the policies and procedures of BeyondAutism.
- To operate and comply with the provisions of the Data Protection Act 1998, GDPR and relevant BeyondAutism policies during the course of undertaking the role.
- To safeguard children at all times.
- To undertake training as required.
- To undertake additional tasks as directed by the PA, Heads of School or members of the senior or middle leadership team.

Additional training provided

Over and above general on-the-job training the successful applicant will also be required to train for the following key roles and areas of responsibility:

- Behaviour analysis in-house basic training
- First Aid Officer
- Fire Officer

Person specification

	Essential	Desirable
Education and qualifications	• GCSE or equivalent in English or Maths at grade C or above	• Secretarial qualification
Knowledge, experience, and technical skills	• Experience of general office tasks (e.g. scanning, filing, setting up basic databases and mailing lists, answering telephone queries, conducting basic research) • Strong Microsoft Office skills (including Word and Excel) • Excellent communication and interpersonal skills • Strong administrative, time management and organisation skills • Good team working skills • Accuracy and attention to detail • Positive and enthusiastic attitude • Committed to undertaking further training and professional development	• Experience as a School Receptionist • Experience working for a charity • Experience working in an educational setting
Personal qualities	• Able to quickly develop excellent working relationships with a range of people • Ability to research information efficiently • Literate, numerate and articulate • Physically and emotionally resilient in order to meet the challenges and demands of the role • Professional attitude • Able to take initiative • Commitment to high standards of work • Flexible, adaptable and able to relate well to different types of people • A commitment to safeguarding and promoting the welfare of children and young people	• Work-based experience in a high pressure service-based setting • Long-term ambition for internal progression • Passion for understanding behaviour

What we can offer you

You can find a very rewarding career with BeyondAutism. As well as being part of a team delivering life-changing services, we offer multiple and generous benefits to employees.

Pension scheme *

We offer a competitive pension scheme via salary exchange of 3, 4 or 5% and match your contribution.

Hybrid and flexible working

Charity staff have the option of hybrid and flexible working. To be agreed with HR and the department head.

Season ticket loan *

We can loan you the cost of your season ticket, repaid through monthly salary deductions for the period of the season ticket or less. Maximum period 12 months. Maximum loan £5000.

Bicycle loan *

We can loan you the cost of purchasing a bike for the purpose of cycling to work, repayable over a period of 12 months or less.

Continuing Professional Development (CPD)

Further education opportunities including Masters, RBTs, diplomas and certificates; and opportunities for membership for relevant professional bodies.

Professional Membership fees

Reimbursement of the cost of annual professional membership fee where continued membership registration is a requirement of your role.

Onsite counsellor

One counsellor working across our sites offering confidential 1:1 counselling sessions.

Perkbox

Access to an online perk scheme which gives you your pick of over 200 great discounts and freebies such as a free monthly hot drink from Cafe Nero, discounts on high street shopping and great price cinema tickets.

Employee Assistance Programme

Free access to a 24/7 confidential counselling support, including opportunity for face-to-face support.

Employee Referral Programme

Generous £400 thank you payment when you refer somebody into one of our open vacancies.

Eye care vouchers

Vouchers to cover the cost of an annual eye examination and single-vision spectacles, if needed.

Benefits marked with (*) are contractual benefits open to staff who have been in post for three months or more.

Job information

SALARY:	£24,785
HOURS:	Monday to Friday, 8:00am to 4:00pm There is an expectation to attend governance and committee meetings as required. Occasional evening meetings or events outside normal working hours may also be necessary.
HOLIDAYS:	25 days annual leave plus bank holidays, increasing by one additional day per year after two years of service, up to a maximum of 28 days after 5 years.
LINE MANAGER:	Head of School
LOCATION(S):	**Tram House School**, 520 Garratt Lane, London, SW17 0NY
PROBATIONARY PERIOD:	Six months
HOW TO APPLY:	Please send your CV and covering letter to **recruitment@beyondautism.org.uk**.

BeyondAutism is proud to be an equal opportunity workplace. We are committed to equal employment opportunity regardless of ethnicity, religion, sex, sexual orientation, age, marital status, disability or gender identity.

BeyondAutism is committed to safeguarding and promoting the welfare of children and young adults and expects all staff to share this commitment. An enhanced disclosure will be conducted for the successful applicant.

BeyondAutism

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