



Phoenix School

RECEPTION ADMINISTRATOR

NJC Scale 3 (SCP 5-6) Pro-rata (Actual Salary £27,544- £27,937) September 2026

Permanent | Term time + one week | 35 hours per week | 8:00am to 4.00pm - Plus 3 Parents Evening Till 7pm

Phoenix School is seeking to appoint a professional, organised and approachable Reception Administrator to join our Business and Administration Team. This is a key front-facing role, acting as the first point of contact for visitors, parents and external agencies.

You will play a vital role in ensuring the smooth day-to-day running of the school reception while providing high-quality administrative support in a fast-paced environment.

Phoenix School is a well-established with over 500 Students. It is an Outstanding (Ofsted 2024) special school for students aged 3-19 with severe language and communication difficulties including autism. The school offers a unique service to the children of Tower Hamlets. We are an award-winning school and accredited through the National Autistic Society; praised for our creative approach to working with autistic children. Phoenix was awarded a commendation for its excellent work across the school.

You will:

- Deliver a professional and welcoming front-of-house service, acting as the first point of contact for visitors, parents and external agencies
- Manage calls, enquiries and communications efficiently, ensuring accurate messages and follow-up
- Maintain pupil records and update the school MIS, including attendance and key student information
- Support safeguarding procedures, including visitor management, access control and site security systems
- Coordinate the school diary, bookings, meetings and transport arrangements
- Provide administrative support for events, meetings, recruitment and school operations
- Process post, documentation and general office tasks to ensure smooth day-to-day running
- Produce reports and support attendance and communication processes across the school
- Maintain office systems, supplies and records to a high standard
- Work collaboratively as part of a busy administrative team to support the wider school across sites

How to apply:

The application form can be found on the school website - www.phoenix.towerhamlets.sch.uk and TES. Please return completed application form to: recruitment@phoenix.towerhamlets.sch.uk – **CVs not accepted**

Closing date: 9am, Monday 22nd June 2026

Shortlisting: 23th & 24th June 2026

Interviews & Assessments: Thursday, 2nd July 2026

It will not be possible to re-arrange these dates. If you are intending to apply, please ensure you are available to attend for an interview.

If you would like to discuss the post or visit, please contact Mohammad Islam, Deputy School Business Manager: Mohammad.Islam@phoenix.towerhamlets.sch.uk

Our school is committed to safeguarding and promoting the welfare of children, young people, and staff. The successful candidate will require an enhanced DBS clearance. We welcome applications from suitably skilled candidates regardless of ethnicity, gender, disability, sexuality, religion or age.

Community | Respect | Engagement | Aspiration | Trust | Equality