



JOB DESCRIPTION

RECEPTION ADMINISTRATOR

At Phoenix School, the education of our students is our first concern. All staff are accountable for achieving the highest possible standards in work and conduct. Staff are expected to act with honesty and integrity; have strong subject knowledge, keep their knowledge and skills up to date and be self-critical; forge positive professional relationships; and work with parents in the best interest of their students.

GRADE: SCALE 3, 35 HOURS, TERM TIME + 1 WEEK
RESPONSIBLE TO: OFFICE MANAGER / SCHOOL BUSINESS MANAGER

PURPOSE OF THE POST:

The post holder is responsible for delivering a professional and efficient reception and administrative service, ensuring effective communication, accurate record-keeping and compliance with statutory and school requirements.

This role supports the smooth day-to-day operation of the school and the effective management of pupil information, ensuring that staff, parents, external agencies and the Local Authority are appropriately informed.

THE MAIN AREAS OF RESPONSIBILITY WILL BE:

The post holder will be responsible for providing a professional and efficient reception service and providing administrative assistance.

RECEPTIONIST DUTIES

- Answer telephone calls in a professional and efficient manner, ensuring messages are recorded and passed on accurately
- Manage and respond to general school email enquiries, ensuring timely and accurate communication
- Use the school MIS to record, monitor and track pupil attendance and punctuality
- Operate intercom, CCTV and access systems with a strong focus on safeguarding and security
- Support fire safety procedures, including acting as a Fire Warden, managing reception evacuations, accounting for visitors, and ensuring the emergency grab bag is taken during evacuations
- Report any safeguarding concerns or incidents in line with school policy and procedures
- Present a professional and positive image of the school at all times
- Welcome parents, carers and visitors, dealing with enquiries in a professional and courteous manner
- Liaise effectively with parents, the Local Authority and external agencies
- Ensure all visitors sign in via the InVentry system and are issued with appropriate identification
- Manage access control systems, including creating, issuing, monitoring and cancelling access cards and keys, and coordinating contractor access in line with safeguarding and security procedures
- Liaise with the Home School Liaison Officer regarding pupil attendance concerns
- Maintain and manage the school diary, including events, minibus/transport bookings and meetings
- Provide refreshments and hospitality support for meetings, conferences and visitors
- Process incoming and outgoing post, ensuring accurate distribution and record-keeping
- Handle cash payments (e.g. dinner money), ensuring accurate recording, issuing receipts/stamps and secure storage in the school safe
- Ensure all documents received at reception are date-stamped and appropriately distributed
- Prepare post for collection, including franking and delivery to the post office as required

- Maintain filing systems, including pupil records, incident logs and key documentation
- Liaise with external contractors (e.g. G4S) to report and log site issues via helpdesk
- Maintain stock levels of office supplies, first aid resources and refreshments
- Respond to basic first aid incidents and liaise with trained first aiders as required
- Monitor and maintain staff and visitor sign-in systems, producing reports as required
- Manage school uniform stock, including issuing items and maintaining accurate records
- Ensure meeting rooms and first aid spaces are prepared, tidy and ready for use
- Maintain and update the school telephone directory, ensuring accuracy of staff contact details
- Ensure statutory and site information is displayed and kept up to date, including insurance certificates, fire evacuation maps and health & safety signage
- Maintain reception display areas and noticeboards, ensuring information is current, clearly presented and compliant
- Liaise with relevant staff to ensure accurate registers for transport and after-school provision
- Provide transport providers with up-to-date information on pupil attendance and daily changes
- Ensure transport providers are informed of term dates, INSET days and schedule changes
- Support and attend parents' evenings (4:00pm–7:00pm), providing administrative support and handling enquiries
- Notify relevant staff of daily absences and provide absence reports as required

ADMINISTRATIVE SUPPORT

- Operate the franking machine and manage the distribution of internal and external mail
- Prepare and process outgoing post, including delivery to the local post office as required
- Support senior administrators in coordinating admissions, annual reviews and planning meetings
- Maintain and update pupil information using the school MIS
- Record and process staff sickness and absence on school systems
- Produce letters, newsletters, reports and other documentation as required by senior leaders and staff
- Provide general Office/HR support, including filing, photocopying and assisting with office equipment
- Maintain accurate and up-to-date filing systems for the school Office/HR records
- Ensure all information is handled in line with data protection and confidentiality requirements
- Support safeguarding administration, including maintaining records of third-party and visitor compliance and assisting with Single Central Record (SCR) checks where required
- Ensure key communications (e.g. parent letters, newsletters, closure notices) are produced and distributed effectively
- Arrange interpreters, or provide interpretation where appropriate, to support effective communication during meetings
- Create and maintain accurate and up-to-date staff HR files correctly labelling and organising records.
- Undertake general typing and data entry tasks as directed by the line manager

PUPIL INFORMATION AND PROCEDURES

- Maintain accurate pupil records and documentation, ensuring files are updated and securely transferred when pupils leave
- Use spreadsheets and school systems to record, monitor and produce reports on transport arrangements, after-school provision, parents' evenings and other school activities
- Distribute school documentation (e.g. prospectuses, application forms and publicity materials) and maintain accurate records of distribution
- Ensure pupil files are kept up to date and that relevant information is shared appropriately with staff, parents and external agencies
- Operate and maintain office equipment across the school, including photocopiers, telephone and computer systems, resolving minor issues or referring to IT Helpdesk where necessary

ADDITIONAL RESPONSIBILITIES AND GENERAL REQUIREMENTS:

- Undertaking any professional duties commensurate with the grade of the post, reasonably delegated by the Headteacher or School Business Manager
- Participating in the school's appraisal and professional development arrangements, ensuring that objectives are set and met within the agreed time-scale
- Attending and participating in relevant training (including training and development days), sharing the knowledge and ideas gained with colleagues

VARIATION CLAUSE:

1. This is a description of the job as it is constituted at the date shown. It is the practice of the school to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the Executive Headteacher in consultation with the Post Holder.
2. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.

FLEXIBILITY CLAUSE:

1. Other duties and responsibilities express and implied, which arise from the nature and character of the post within the school mentioned above or in a comparable post in any of the school's other sections or departments.
2. Staff are expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

EQUAL OPPORTUNITIES STATEMENT

To ensure equality of opportunity for all people in service provision and in employment, and to oppose strongly any form of discrimination.

ADDITIONAL DUTIES

To play a full part in the life of the school and its community to support its mission and ethos and to be a role model for staff and students.

SAFEGUARDING

Phoenix is committed to the safeguarding and welfare of our children and young people and expects all our staff and volunteers to share this commitment.

PERSONAL SPECIFICATION



POST TITLE: SCHOOL RECEPTION ADMINISTRATOR
GRADE: 35 HR PER WEEK SCALE 3 TERM TIME + 1 WEEK

Selection criteria – Please address these in your personal statement	
Qualifications	A minimum of A-Level (or equivalent), including GCSE Grade C/4 or above in English and Maths, or relevant qualifications and/or experience gained in a school or similar setting, including non-mainstream environments
Experience	Experience working in a reception or administrative role. (Candidates who have experience in an educational context will be at an advantage).
	Experience using and maintaining administrative systems (paper and digital)
	Experience using school Management Information Systems (e.g. SIMS)
	Ability to build and maintain excellent professional relationships with children, parents, colleagues and across agencies, dealing sensitively with people and resolving conflicts
	Experience of working in a school environment, ideally within a special or non-mainstream setting
Knowledge and understanding	Understanding of safeguarding, including Keeping Children Safe in Education (KCSIE) and child protection procedures
	Awareness of the needs of pupils with autism and SEND
	Understanding of IT and administrative systems
	Understanding of equality, diversity and inclusion within the workplace
Skills	Strong organisational skills, with the ability to manage a varied and sometimes unpredictable workload
	Ability to meet deadlines and work effectively under pressure
	Strong ICT skills, including the use of Word, Excel and school systems to produce reports and communications
	Excellent telephone and verbal and written communication skills
	Ability to maintain confidentiality at all times
	Strong interpersonal skills, with the ability to build effective working relationships across a wide range of stakeholders
Personal qualities	Enthusiasm, motivation and a proactive approach to work
	Resilient, flexible and able to adapt to changing priorities
	High level of accuracy with strong attention to detail
	Commitment to developing the role by undertaking CPD and seeking out opportunities to enhance and update practice
	Positive work ethic and willingness to contribute to the wider school
Other	An enhanced DBS with barred list child and adult disclosure that is satisfactory to the school
	Willingness to work flexibly, including occasional out-of-hours working to meet the needs of the school