



Reception and Administration Assistant

Job Description

Responsible to:	People and Finance Manager
Hours of Employment:	15 hrs per week (8.00-16.00 20-minute paid break, and 30-minute unpaid lunch break) 38 weeks per year (term time only).
Pay:	FTE £27254 15 hours of 37 (0.4054) x 38 weeks + holiday pay = 44.08 weeks of 52.143 (0.8455) = 0.3427 of FTE = £9340 actual salary per year)
Role:	To provide a professional, efficient and welcoming front-of-house service for the school, acting as the first point of contact for students, parents, staff, visitors and external agencies. The role combines reception duties with broad and flexible administrative support across a range of school functions, including student services, finance, examinations, human resources and general operations. The postholder will contribute to the smooth day-to-day running of the school, ensuring high standards of customer service, organisation, communication and administrative accuracy.

Specific Responsibilities:

Reception and Front-of-House Services:

- Act as the first point of contact for visitors, parents, students and external agencies, providing a professional, friendly and efficient reception service;
- Manage incoming calls and enquiries, responding appropriately and ensuring messages are communicated promptly and accurately;
- Welcome and sign in visitors, contractors and other guests, ensuring safeguarding and security procedures are followed at all times;
- Support students who attend reception during the school day, directing queries appropriately and assisting with day-to-day student needs;
- Maintain an organised and professional reception environment and waiting area that reflects the ethos and standards of the school;
- Oversee the electric entrance gates, buzzing in guests as appropriate, to ensure the school remains a safe site;
- Manage incoming and outgoing post, deliveries and courier services.

Administrative Support:

- Provide high-quality administrative support to school staff and departments as required;
- Maintain accurate records, databases and filing systems, as directed, ensuring information is managed securely and in accordance with data protection requirements;
- Assist with the coordination of school communications to parents, students and staff using established systems and platforms;
- Undertake data entry and routine system administration to support the effective operation of the school.

Finance, HR and Examinations Support:

- Provide administrative support to finance processes, including purchase orders, invoices, payments and record keeping, in accordance with school financial procedures;
- Assist with human resources administration, including recruitment processes, onboarding documentation, training records and personnel files;
- Support the administration of examination processes, including entries, candidate information, invigilation arrangements and examination-day logistics;
- Assist with the maintenance of staff and student records, ensuring accuracy and confidentiality at all times;
- Provide flexible administrative support across operational functions according to business needs and workload priorities.

Organisation, Flexibility and Team Contribution:

- Work collaboratively with colleagues across the administration team to ensure the delivery of an efficient and responsive support service;
- Prioritise and manage multiple tasks, maintaining accuracy and attention to detail in a busy working environment;
- Contribute positively to continuous improvement by identifying opportunities to enhance administrative processes and customer service;
- Participate in meetings, training and professional development activities as required;
- Undertake any other reasonable duties commensurate with the grade of the post as directed by senior staff.

Wider School Responsibilities of all Support Staff:

- Contribute to the wider life of the school and uphold its ethos and values;
- Participate in a weekly lunchtime duty rota for support staff (e.g. patrol duties or supporting services in the food hall);
- Support the planning and logistics of school events and activities;
- Be willing to move hours to support out-of-school events where required;
- Undertake any other reasonable tasks required by senior staff to support the effective day-to-day operation of the school.

Person Specification

	Essential	Desirable
Qualifications	Evidenced by: appropriate original certificates	
Level 2 (GCSE Equivalent) English and Maths and a good standard of literacy and numeracy	✓	
Relevant qualification, experience or training in business administration, customer service, finance or a related field		✓
First Aid certification		✓
Experience	Evidenced by: application form, Interviews, references	
Experience of working in a busy administrative, customer service or reception environment	✓	
Experience of handling confidential information appropriately	✓	
Experience of managing multiple tasks and competing priorities	✓	
Experience of working in a school or educational setting		✓
Experience using database and financial systems		✓
Experience supporting finance, HR or examinations administration		✓
Basic skills, characteristics and competences	Evidenced by: application form, Interviews, references	
Awareness of and commitment to the safeguarding and welfare of children	✓	
Ability and willingness to communicate on a day-to-day basis with staff, students and parents	✓	
Confident using Microsoft Office applications and digital systems	✓	
Ability to understand and a willingness to work within the wider life of a school setting	✓	
Ability to prioritise workload and meet deadlines	✓	
Knowledge of GDPR and record management requirements		✓
Personal qualities	Evidenced by: application form, Interviews, references	
Empathetic and approachable	✓	
Excellent organisation, communication and administrative skills	✓	
Patience and diplomacy	✓	
Flexibility, initiative and resilience	✓	
Pragmatic and a problem solver, proactive and independent	✓	
Ability to seek and act on advice	✓	
High expectations of self and others	✓	
Able to build positive relationships with students, staff, parents and visitors	✓	
Honesty and integrity, discretion and confidentiality	✓	