



Job Description

Job title:	Receptionist/Administration Assistant
Salary:	Scale 3 – 4, Point 5 – Point 10
Hours:	35 hours per week, Term Time Only, Mon – Fri, 8:00am – 4:00pm
Contract type:	Fixed term, 1-year
Reports to:	School Business Manager
Responsible for:	N/A

Purpose of job:

The Receptionist Administrative Assistant is responsible for supporting the administrative and organisational processes within the school. They will act as the initial point of contact for parents/carers, visitors and other stakeholders, so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

Reception

- Act as the first point of contact for parents/carers and visitors arriving at the school
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Seek support from other colleagues where necessary to respond to complex enquiries
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Assist staff and pupils with the information and support they need
- Maintain the main reception area.
- Answering the telephone, taking/delivering messages and dealing with any relevant matters.

Administration

- Update manual and computerised record/information systems
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member as necessary
- Manage and organise completed forms from parents and carers
- Report any issues with the school's IT systems
- Organise and distribute incoming and outgoing post
- Provide administrative support to the SLT as needed
- Assist in booking staff training when required
- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Carry out filing, printing and photocopying.
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Contact parents/carers regarding medical and behavioural incidents as per instructions.
- Maintain the School's Management Information System regarding pupil records.
- Taking pupils to and collecting pupils from their classrooms, as and when required.
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required

Attendance administration

- Monitor and maintain an accurate record of pupil attendance, producing reports as necessary
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed

Pupil Admissions administration

- Cover Pupil Admissions task in the absence of the Admissions officer. Duties include:
 - Proactively responding to all enquiries (email, phone, website) from prospective parents, advising on place availability, admissions process etc.
 - Organising school visits for prospective parents and pupils.
 - Requesting pupil references and reports from previous school etc.
 - Processing place acceptances, acknowledging parents and input on to Arbor.
 - Maintenance of registration documents to inform the Headteacher of applicant numbers, acceptance numbers etc
 - To record and log all communications with applicants on Arbor MIS
 - To work closely with the Admissions Officer to support the admissions process as required
 - Assist with organisation and attend admissions events and support when required,

Safeguarding

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures
- Administer the school's filtering and monitoring system for online safety, and escalate any safeguarding concerns following the correct safeguarding procedures
- Ensure appropriate documentation is received from agency staff and all other visitors, where required, to maintain DBS checks and ensure that the Single Central Record can be updated.

Written communication

- Write and send email responses that are professional and uphold the school's vision and values
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to parents, staff and other stakeholders
- Assist with marketing and promoting the school

Finance

- Collect, record and issue receipts for payments from parents and carers
- Carry out financial administration in line with the school's procedures e.g. counting of money for banking
- Maintain any debt recovery for school meals undertaken and use relevant management software (e.g. ParentPay/Arbor) as appropriate

Other areas of responsibility

- Read and follow the relevant school policies
- Undertake training required to develop in the role
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- Contribute to the safety of children and young people and protect them from harm

Person specification
Receptionist Administrator

CRITERIA	QUALITIES	ESSENTIAL	DESIRABLE
Qualifications and training	<ul style="list-style-type: none"> • First aid training (or willingness to complete it) • GCSE English and maths (or equivalent) 	✓	✓
Experience	<ul style="list-style-type: none"> • Carrying out administrative tasks • Dealing with face-to-face and telephone interactions • Working with children or young people • Working and collaborating within a team • Previous school receptionist/office admin experience. • Demonstrable experience in a customer focused environment. • Be focused on completing tasks in an agreed manner. • Good standard of ICT literacy especially using standard Microsoft Office software packages including Excel and Word. 	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓
Skills and knowledge	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Excellent customer service skills • Ability to respond quickly and effectively to issues that arise • Ability to plan, organise and prioritise to meet deadlines • Ability to use own initiative and take action accordingly • Excellent attention to detail • Ability to use relevant office equipment effectively • Ability to build effective working relationships with colleagues • Understanding of data protection and confidentiality • Understanding of safeguarding • Ability to work under pressure and prioritise effectively 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

Personal qualities	<ul style="list-style-type: none"> • Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils 	✓	
	<ul style="list-style-type: none"> • Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school 	✓	
	<ul style="list-style-type: none"> • Commitment to maintaining confidentiality at all times 	✓	
	<ul style="list-style-type: none"> • Commitment to safeguarding and equality 	✓	
	<ul style="list-style-type: none"> • Embraces change well 	✓	
	<ul style="list-style-type: none"> • Deals with difficult situations effectively 	✓	
	<ul style="list-style-type: none"> • Smart and well-presented appearance. 	✓	
	<ul style="list-style-type: none"> • Able to be reliable and flexible to meet the demands of the service provision. 	✓	
	<ul style="list-style-type: none"> • Able to work as a team and as an individual to meet deadlines. 	✓	
	<ul style="list-style-type: none"> • Have a calm and courteous manner. 	✓	
	<ul style="list-style-type: none"> • Be a good listener and have empathy when dealing with parents/carers. 	✓	
		✓	

Notes:

This job description may be amended at any time in consultation with the postholder.

Last review date: 1st June 2025

Next review date: 1st June 2027

Headteacher/line manager's signature: _____

Date: _____

Postholder's signature: _____

Date: _____