



## Job Description – Receptionist & Administrative Assistant

### Reports to:

Reception Manager, School Business Manager, Head Teacher

### Location:

Woodlands School – purpose-built environment supporting pupils with complex physical and learning needs

### Job Purpose:

To provide a welcoming reception and efficient administrative support, ensuring smooth day-to-day operations and contributing to the positive ethos of the school.

### Key responsibilities:

#### Reception

- Greet visitors and parents warmly, creating a positive first impression.
- Manage calls and messages promptly and professionally.
- Oversee visitor sign-in and safeguarding checks (ID/DBS).
- Keep reception tidy and organized, handling post and deliveries efficiently.

#### Communication & Support

- Prepare and distribute letters, posters, newsletters, and certificates.
- Assist staff with helpdesk requests, photocopying, and general admin support.
- Maintain school calendars and assist with scheduling.

#### Administrative

- Manage pupil attendance records and update systems accurately.
- Coordinate lunch menus, dietary needs, and weekly fruit/milk orders.
- Update SharePoint sites and monitor form submissions.
- Organize photography for staff, students, and school events.
- Liaise with transport providers and handle route changes or emergencies.
- Complete filing, scanning, and maintain records.

### Person Specification:

- A positive, happy nature with a 'can do' attitude.
- Initiative and a helpful approach.
- Excellent communication and interpersonal skills.
- Ability to remain calm under pressure and manage multiple priorities.
- Proficiency with IT systems and willingness to learn new processes.
- Positive, adaptable attitude and commitment to supporting the school community.

**Demands:**

- There are work related pressures due to conflicting demands.
- The post is constantly evolving as we take on new systems and processes, you will be required to keep pace with these changes and respond positively to new ways of working.
- The post is predominately office based with limited requirements for lifting and carrying files, boxes and other general office items.
- You will be required to collect and deliver post, items and visitors throughout the school and wider campus.

**Working Conditions:**

Office-based role with occasional movement around the school. Some lifting/carrying of office items required. Commitment to safeguarding and confidentiality is essential.

**Support for the School:**

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns according to school practice.
- Contribute to the overall ethos/work/aims of the school.
- Attend appropriate training as required.

Name (BLOCK CAPITALS): \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_