



**NEWHAVEN SCHOOL**  
**Receptionist/ Administrative Assistant**  
**Job Description**

|                       |  |
|-----------------------|--|
| <b>Salary:</b>        | APT&C Scale 3 SCP 6<br>£26,026 per annum         |
| <b>Contract term:</b> | 35 Hours per week, 39 weeks Term time only       |
| <b>Contract type:</b> | Fixed Term Contract 1 year in the first instance |
| <b>Hours:</b>         | 8am – 4pm (Monday – Friday)                      |

**Core Purpose**

We are seeking an enthusiastic, organised and professional Receptionist / Administrative Assistant to join our busy school office team at Newhaven School.

The successful candidate will act as the first point of contact for pupils, parents, staff, visitors and external agencies, providing a welcoming, efficient and professional reception and administrative service. The role also includes providing general administrative support across the school to ensure the smooth day-to-day running of the office.

The post holder will work closely with the Senior Leadership Team, teaching and support staff, parents/carers and external professionals, maintaining high standards of communication, confidentiality and safeguarding at all times.

**Main Duties and Responsibilities**

Reception and Communication

- Act as the first point of contact for all visitors, pupils, parents/carers and external agencies both in person and via telephone/email.
- Welcome visitors to the school, ensuring safeguarding and signing-in procedures are followed and appropriate visitor identification/lanyards are issued.
- Manage incoming telephone calls, voicemails and general enquiries, responding appropriately or directing queries to the relevant member of staff.
- Maintain a professional, calm and helpful approach when dealing with sensitive or confidential matters.
- Monitor and respond to the school's general email inbox.
- Assist with whole-school communications including letters, emails, texts and notices to parents/carers and staff.

Administration

- Provide effective clerical and administrative support to the wider school office team.
- Produce and maintain accurate records, reports, spreadsheets, correspondence and other documentation using Microsoft Office and the school's Management Information System (SIMS).
- Support admissions processes including arranging meetings, preparing admission files and maintaining accurate pupil records.
- Maintain pupil attendance records, follow up missing registers and support attendance monitoring procedures.
- Assist with suspensions/exclusions administration and associated record keeping.
- Request, receive and maintain previous school files and student documentation.
- Support the coordination and administration of school trips, outreach provision and transport/taxi bookings.
- Maintain and update calendars including meeting rooms, minibuses and library bookings.
- Assist with first aid records and staff signing-in/out procedures.
- Support uniform ordering and stock management where required.

### General Office Duties

- Handle incoming and outgoing post, deliveries and parcels.
- Maintain filing systems and archive documentation in accordance with school policies and data protection requirements.
- Ensure the reception and office areas remain tidy, organised and presentable at all times.
- Assist with ordering supplies and maintaining office systems.
- Support administrative processes linked to school events, assemblies, staff recruitment and other whole-school activities.
- Deal with emergency situations or urgent issues in the absence of office colleagues to ensure continuity of service.

### Safeguarding and Compliance

- Adhere to all safeguarding, child protection, health and safety, confidentiality and data protection policies.
- Promote and safeguard the welfare of children and young people at all times.
- Maintain confidentiality and professionalism in relation to all school matters.

### Other Duties

- Undertake any other duties commensurate with the grade and responsibilities of the post as directed by the Headteacher, Office Manager or Senior Leadership Team.



## PERSON SPECIFICATION

| <b>Job Title: Receptionist/ Administrative Assistant</b>  |   |  |
|---|---|--|
| <b>EXPERIENCE/ EDUCATION</b>  | <b>SHORTLISTING CRITERIA ESSENTIAL/ DESIRABLE</b> | <b>EVIDENCE APPLICATION FORM, INTERVIEW, REFERENCE</b> |
| Relevant experience and skills satisfactorily demonstrated in an administrative or educational environment. | E   | A/I  |
| Experience of working in a busy reception or office environment.  | E   | A/I  |
| Experience of dealing professionally with pupils, parents/carers, staff, visitors and external agencies     | E   | A/I  |
| Experience of maintaining accurate records and administrative systems.                                      | E   | A/I  |
| Experience of using Microsoft Office applications including Word, Excel and Outlook.                        | E   | A/I/T  |
| Knowledge of SIMS or willingness to undertake training  | D   | A/I  |
| English language reading, comprehension and numeracy to GCSE standard (or equivalent)                       | E   | A  |
| First Aid qualification or willingness to undertake training  | D   | A/I  |
| <b>KNOWLEDGE/ SKILLS/ ABILITIES</b>   |   |  |
| Excellent interpersonal and communication skills  | E   | I  |
| Ability to deal sensitively, professionally and confidentially with a range of situations.                  | E   | I  |
| Ability to work independently and use initiative  | E   | I  |
| Ability to prioritise workload and manage competing deadlines and demands.                                  | E   | A/I  |
| Good organisational and administrative skills with attention to detail                                      | E   | A/I  |
| Excellent level of computer literacy  | E   | A/I/R  |
| Ability to maintain accurate records and documentation  | E   | A/I  |
| An understanding and commitment to safeguarding and promoting the welfare of children and young people      | E   | I  |

Please note that all elements included are essential except where otherwise stated. Those items marked 'E' should be particularly addressed in your application.

Newhaven is committed to safeguarding and promoting the welfare of young people and expects all staff to share this commitment. All appointments will be subject to a satisfactory Enhanced with Barred List check through the Disclosure & Barring Service (DBS) plus additional pre-employment checks.

[Amendments may be made to this job description following consultation between the Headteacher and the Post holder if the needs of the School change. Staff are appointed to Newhaven as a whole and may be required to transfer across sites as service demand necessitates.