



## **Receptionist and Attendance Officer Job Description & Person Specification**

<b>Salary:</b>	£TBC based on experience
<b>Contract type:</b>	Full Time
<b>Reporting to:</b>	Assistant Head
<b>Start Date:</b>	March 2025

### **JOB PURPOSE:**

We are seeking a friendly, organised, and proactive individual to take on the dual role of School Receptionist and Attendance Administrator. This individual will be responsible for managing our front desk operations while ensuring accurate monitoring and reporting of student attendance. The ideal candidate should possess excellent communication skills, a high level of organization, and the ability to multitask in a fast-paced school environment.

### **RECEPTION DUTIES**

- Greet parents, students, and visitors in a professional and welcoming manner.
- Answer and direct phone calls to relevant staff members.
- Handle school correspondence, including emails, letters, and packages.
- Schedule and coordinate meetings and appointments.
- Order and maintain stock of office supplies.
- Act as a point of contact for staff and external stakeholders.
- Process and direct incoming mail and deliveries.
- Prepare documents for meetings, school trips, and other activities.
- Assist in writing and issuing emails on behalf of school staff or senior leadership.
- Ensure smooth day-to-day operations at the school office.

### **ATTENDANCE:**

- Monitor, record, and report student attendance and punctuality in line with school policies.
- Follow up on incomplete or inaccurate registers with staff.
- Contact parents/carers regarding unexplained absences and escalate concerns as needed.
- Check on missing students during lessons when required.
- Maintain accurate records of communication with parents/carers and intervention actions.
- Generate and distribute attendance and punctuality certificates.
- Track attendance for vulnerable student groups and liaise with relevant staff.
- Support staff with attendance-related issues and ensure adherence to procedures.
- Work with the Educational Welfare Officer (EWO) and other relevant personnel to implement attendance interventions.
- Produce attendance reports and statistical data for senior leadership and pastoral teams.
- Ensure GDPR compliance when handling student attendance data.



### **SAFEGUARDING RESPONSIBILITIES:**

- Adhere to statutory safeguarding guidelines (Keeping Children Safe in Education) and the school's child protection policies.
- Collaborate with the safeguarding team to identify and address attendance-related concerns.

### **GENERAL DUTIES**

- Build positive relationships with parents/carers to encourage school engagement and attendance.
- Promote good attendance and punctuality initiatives across the school.
- Ensure students are signed in and out appropriately during the school day.
- Attend and contribute to staff meetings, year team meetings, and training sessions as needed.
- Conduct home visits if required to support attendance-related interventions.
- Undertake any other duties as reasonably required to support the school's administration and attendance monitoring.



## **PERSON SPECIFICATION**

### **Qualifications:**

- Grade C or above in GCSE English and mathematics
- NVQ Level 2 or equivalent

### **Experience:**

- Proven experience as a Receptionist, Front Office Representative, Attendance Administrator, or a similar role.
- Experience of working as part of a team
- Experience of operation of administrative systems and IT packages
- Use of data management systems e.g., Arbor/SIMS
- Good knowledge and understanding of safeguarding and child protection
- Good knowledge and understanding health & safety
- An understanding of the needs of a multicultural society

### **Skills and Abilities:**

- Strong verbal and written communication skills.
- Excellent organisational and multitasking abilities.
- Professional demeanour with a customer service-oriented attitude.
- Ability to remain calm and proactive in challenging situations.
- An ability to motivate and speak respectfully at all times to and with students, particularly those who are vulnerable, disadvantaged or different in some way.
- Previous experience working with young people is an advantage.
- Strong attention to detail and ability to maintain accurate records.
- A commitment to inclusivity, student safety, and the promotion of well-being.

***Westside School is committed to safeguarding and promoting the welfare of children and young adults and expects all staff and volunteers to share this commitment.***