Post title School Resource Officer/Receptionist

Salary and grade: (Point 5 – 7) Term Time only

FTE: NJC 5 – 7 (£26,429 - £27,275 FTE) Actual Salary: £18,544.26 - £19,137.86

Line manager/s: School Resource Manager

Main purpose of the job:

To provide reliable, high quality administrative and operational support within the school. The School Resource Officer (SRO) supports every day administrative tasks and reception duties.

Working under the guidance of the School Resource Manager (SRM) , the postholder contributes to the effective delivery of key business services and plays a valuable role in supporting the school's daily operations, in line with Trust expectations.

Key duties and responsibilities

Operational and Administrative Support

- To represent the school effectively and provide excellent customer service in relation to requests or advise for parents and carers, colleagues, outside agencies and members of the general public.
- To act as front of house staff and provide a professional service to all school users.
- To answer the telephone and deal with enquiries, ensuring that accurate lines of communication are in place.
- To liaise with the School Resource Manager and organise hospitality for events, such as, training courses or interviews.
- Maintain accurate records and systems in line with Trust and school procedures To open, accurately record and distribute internal and external post.
- Support the effective delivery of day-to-day administrative tasks across key school business functions
- Maintain accurate records and systems in line with Trust and school procedures
- Assist with the preparation of documents, correspondence, and internal reports
- Draft and format clear, professional letters, emails, and documents, ensuring accuracy and a high standard of presentation
- Support all business services to contribute positively to the school's reputation and stakeholder relationships.
- Support school in developing effective communication with parents, carers, and the wider community.
- Support the administration and coordination of Education, Health and Care Plan (EHCP) reviews and meetings, including documentation, scheduling, and recordkeeping
- Support effective liaison with external professionals, including therapists, local authority officers, and social workers
- Support the administration of medical needs records, pupil transport arrangements, and LAC-related documentation, following guidance from senior colleagues
- Assist with the organisation and administration of internal and external examinations, including preparing materials, distributing timetables, and supporting staff and pupils during exam periods

Data & Communication

- Provide front-office and reception support, including managing visitors and incoming communications
- Monitor shared inboxes, handle calls, and support the circulation of information
- Support with event coordination, and internal/external communications
- Support data entry, pupil record updates, and management information system maintenance
- Maintain accurate data and information records and ensure all systems meet compliance with Trust policies and public sector regulations.

Finance & Procurement Support

- Process purchase orders, receipts and financial transactions
- Assist with petty cash and income logging in accordance with Trust policies
- Support the accurate coding and entry of financial records into Trust systems
- Monitor delivery of goods and manage supplies and stock records.

Human Resources Duties

- Support recruitment and onboarding documentation
- Update staff databases and contribute to accurate workforce reporting
- Assist with the maintenance and administration of the Single Central Record

Infrastructure and Estates

- Support in the recording of maintenance tasks and general estates administration
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Staff Development and Professional Support

- Participate in relevant training and professional development activities
- Engage positively with the SRBP and wider Trust business services network
- Work collaboratively with colleagues to support effective, consistent delivery
- Contribute to a culture of professionalism and continuous improvement

General

- Act as an ambassador for the Trust's business services, modelling professionalism, integrity, and high standards.
- Maintain confidentiality and the highest standards of conduct at all times.
- Undertake any other duties commensurate with the role and grade, as required by the management.

Safeguarding

- Nexus MAT is committed to safeguarding and promoting the welfare of children and young people. The highest priority must be given to following the guidance and approaches to safeguard children and follow all safeguarding procedures outlined by the MAT and member schools.

Person Specification

		Essential	Desirable
Qualifications	Relevant professional qualification in admin, business support or equivalent experience		•
	GCSEs (or equivalent) in English and Maths at Grade C / 4 or above	•	
Experience	Experience in an administrative or office support role	•	
	Experience writing professional letters, emails, or reports	•	
	Experience working with families or children with additional needs		•
	Experience working in a school, Trust, or public sector setting		•
	Experience using management information systems		•
Thinking Ability	Ability to organise, prioritise and complete tasks to a high standard	•	
	Able to maintain accurate records and follow procedures	•	
	Ability to use initiative and respond flexibly to changing needs	•	
	Competent in the use of Microsoft Office and other digital systems	•	
	Able to manage confidential information sensitively and appropriately	•	
Personal Effectiveness	Excellent communication and interpersonal skills	•	
	Positive, professional, and responsive approach to work	•	
	Friendly, calm, and confident when supporting families, pupils, and staff	•	
	Willingness to learn and engage in professional development	•	
	Commitment to safeguarding and promoting the welfare of children and young people		
	Ability to work collaboratively as part of a team		