

Fixed term contract: 6 months

Hours: 25hrs per week

Monday 11-3pm

Tuesday 11-3pm

Wednesday 8.30-4.30pm

Thursday 11-3pm

Friday 11-4.30pm

(Times may vary depending on cover)

£13.25

Approx £8,612.50

Job Description: Receptionist & Administrator

Job Title: Receptionist & Administrator

Responsible to: School Business Manager

Job Purpose:

To provide a professional, welcoming first point of contact for visitors, parents, and staff, while delivering high-quality administrative support to ensure the smooth running of the school. The role combines front-of-house duties with administrative responsibilities, requiring excellent organisational skills, attention to detail, and a commitment to safeguarding and confidentiality.

Key Responsibilities

Reception Duties

- Act as the first point of contact for visitors, parents, and professionals, ensuring a friendly and professional welcome.
- Manage incoming calls and emails, taking accurate messages and directing queries appropriately.

- Maintain visitor sign-in procedures and ensure compliance with safeguarding requirements.
- Keep the reception area tidy and presentable at all times.
- Handle incoming and outgoing post and deliveries.

Administrative Support

- Provide timely and confidential administrative support to staff and managers.
- Maintain accurate records and databases, including student attendance and contact details.
- Assist with admissions processes, including handling enquiries and preparing documentation.
- Support the organisation of meetings, including room bookings and refreshments.
- Prepare and distribute reports, correspondence, and other documents as required.

Compliance and Confidentiality

- Ensure all data is handled in accordance with GDPR and safeguarding policies.
- Maintain confidentiality of sensitive information at all times.

Additional Duties

- Assist with auxiliary tasks such as preparing refreshments or supporting site tidiness when required.
- Participate in training, team meetings, and performance reviews.
- Undertake any other reasonable duties commensurate with the role.

Professional Standards

- Take pride in the site and act as an ambassador for the School.
- Maintain confidentiality and adhere to safeguarding policies.

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.

Person Specification

Qualifications

- GCSEs (or equivalent) in English and Maths (desirable).
- NVQ Level 2 or equivalent in administration (desirable).
- Willingness to undertake relevant training (essential).

Experience

- Experience in an administrative or reception role (essential).
- Experience in an educational or SEND environment (desirable).

Knowledge & Skills

- Strong IT skills (Word, Excel, Outlook).
- Excellent communication skills, both verbal and written.
- Good organisational and time management skills.
- Ability to work independently and as part of a team.
- Understanding of safeguarding and confidentiality requirements.

Personal Attributes

- Professional, approachable, and customer-focused (all stakeholders).
- Reliable and adaptable with a “can-do” attitude.
- Committed to inclusion and the values of the organisation.

Other Requirements

- Enhanced DBS clearance.
- Driving licence (desirable).
- Good time keeping and attendance