



Job Title: Receptionist / Administrative Officer

School: Bankside School

At Bankside School, we pride ourselves on helping the most vulnerable and hard-to-place children maximise their potential. We are seeking an exceptional candidate who is organised, professional and dedicated to supporting the smooth and effective running of our school. We are currently recruiting for the following position at our school.

We are looking for a highly efficient, welcoming and proactive individual who can provide outstanding front-of-house and administrative support across the school. The successful candidate will deliver well-structured, reliable and responsive administrative services that contribute to a positive experience for pupils, families, visitors and staff.

The ability to make an outstanding contribution to the organisation and coordination of school operations is essential. We are looking for someone with energy, professionalism and a commitment to high standards. Experience working with pupils who have social, emotional and mental health needs is an advantage. This is an opportunity to develop your skills in a challenging, motivating and highly rewarding environment.

Key Result Areas

- Provide a professional, welcoming and efficient reception service for pupils, families, visitors and external partners.
- Deliver high-quality administrative support to ensure the smooth running of daily school operations, including communication, record-keeping and coordination of key processes.
- Maintain accurate and compliant systems for attendance, safeguarding, pupil information and school documentation.
- Support the organisation of meetings, appointments and events, ensuring effective preparation, communication and follow-up.
- Ensure continuous improvement of administrative and reception processes through regular review, evaluation and implementation of best practice.

Responsibilities

- Act as the first point of contact for all visitors, ensuring safeguarding procedures are followed and the school's ethos is reflected in all interactions.
- Manage day-to-day administrative tasks including correspondence, filing, data entry, document preparation and communication with families and staff.
- Maintain accurate pupil records, attendance data and safeguarding documentation in line with statutory requirements.
- Support the coordination of appointments, meetings and school events, ensuring agendas, minutes and documentation are prepared and distributed appropriately.



- Manage incoming calls, emails and enquiries, ensuring timely and professional responses.
- Support the administration of admissions, transitions, referrals and multi-agency communication.
- Work with the SENCo and pastoral team to ensure systems for recording, monitoring and reviewing pupil information are maintained.
- Meet high standards of professionalism, confidentiality, organisation and positive contribution to the school and its ethos.

Person Specification

Essential

- Able to plan, organise and deliver high-quality administrative and reception support in a busy school environment.
- Strong communication skills and the ability to interact professionally with pupils, families, staff and external agencies.
- Confident using digital tools, administrative systems and communication platforms (e.g. MIS, spreadsheets, email systems).
- Able to manage competing priorities and work efficiently under pressure.
- Sound understanding of data protection, confidentiality and safeguarding expectations.
- Knowledge of the regulatory and statutory framework applicable to an independent special school.
- Awareness of statutory requirements for pupils with additional needs.
- Empathy and understanding of the needs of those with emotional and mental health difficulties.
- Educated to a suitable level and able to demonstrate competence in administration based on experience and/or certification.

Desirable

- Experience of working in a school, SEMH setting or similar environment.
- Experience using school MIS systems (e.g. Arbor, SIMS, Bromcom).
- Knowledge of attendance processes, safeguarding administration or multi-agency communication.
- Ability to support finance, HR or operational tasks where required.

Personal Characteristics

- Must satisfy DBS and DfE checks and demonstrate suitability to work with vulnerable young people.



- Strong communication and interpersonal skills.
- Committed to personal and professional development.
- Honest, trustworthy and reliable.
- Resilient and able to work under pressure.
- Flexible and willing to contribute to the wider school community.
- Interested in young people and their development.
- Able to work as part of a team and be self-reliant.