

Little Heath School: Job Description/ Person Specification

School Administrator / Receptionist



Job Title: School Administrator / Receptionist

Hours: 20 hours (9.00am-1.00pm) 44.26 weeks term time only

Salary: Grade 2 to 4 depending on experience

Location: Little Heath School /Sixth Form

Reports to: Head of Sixth Form / School Business Manager

Job Purpose

To provide a high-quality reception and administrative service for Little Heath School, ensuring the smooth and effective day-to-day running of the school office.

The postholder will be the first point of contact for pupils, parents/carers, staff, visitors and external professionals, providing a welcoming and professional service while always maintaining confidentiality and safeguarding.

The role will involve a wide range of administrative duties, including reception, telephone and email enquiries, pupil records, attendance, medical administration, trips and events, document preparation and general office support.

Main Duties and Responsibilities

Reception and Customer Service

- Act as the first point of contact for the school, providing a friendly, professional and helpful reception service.
- Welcome and sign in visitors, parents/carers, contractors and external professionals in accordance with the school's safeguarding and visitor procedures.
- Issue visitor badges and ensure visitors are appropriately signed in and out.
- Answer incoming telephone calls, deal with enquiries appropriately and take accurate messages where required.
- Respond to general enquiries from parents/carers, pupils and staff, providing information within the scope of the role and directing queries to the appropriate member of staff.
- Monitor the reception area and ensure it remains welcoming, organised and secure.

- Manage the collection and distribution of post, deliveries and internal correspondence.
- Maintain appropriate records of visitors, deliveries and other reception activities.
- Contact parents/carers when requested by teaching or support staff.

School Administration

- Provide general administrative support to the Head of Sixth Form, Sixth Form team and wider school staff.
- Prepare letters, emails, forms, reports, registers, spreadsheets and other documents as required.
- Maintain accurate electronic and paper records in accordance with school procedures.
- Input and update pupil information on school management systems, including SIMS or other relevant systems.
- Assist with maintaining pupil files and ensuring records are complete and up to date.
- Support the administration of admissions, new starters, leavers and transfers.
- Assist with the preparation of information for meetings, reviews, events and school activities.
- Photocopy, scan, print and distribute documents as required.
- Maintain organised filing systems, both electronically and in hard copy.
- Assist with ordering stationery and other office supplies.
- Monitor office stock and report any requirements to the appropriate person.

Attendance and Pupil Administration

- Support the administration and monitoring of pupil attendance and punctuality.
- Follow up unexplained absences and contact parents/carers where appropriate.
- Maintain accurate attendance records and ensure relevant information is passed to the appropriate staff.
- Assist with the administration of lateness, appointments, early collections and authorised absences.
- Support staff with attendance-related reports and information when required.
- Maintain confidentiality when handling sensitive pupil and family information.

Medical and Pupil Welfare Administration

- Support the administration of pupil medical information in line with school procedures.
- Maintain accurate records relating to medication, care plans and medical documentation.
- Receive and record medication in accordance with the school's agreed procedures.
- Liaise with parents/carers and relevant staff regarding medical information when required.
- Ensure confidential medical information is stored securely and only shared with authorised staff.
- Support the organisation of medical appointments, vaccination sessions and other health-related activities taking place in school.
- Escalate any concerns relating to pupil welfare, safeguarding or medical matters to the appropriate member of staff.

Trips, Events and Activities

- Provide administrative support for school trips, community activities, events and any school activities.
- Assist with preparing letters, consent forms, registers and information for parents/carers.
- Maintain records of consent and other required documentation.
- Assist with transport arrangements, bookings and communication where required.

Parents' Consultation Evenings

Participate in the for organising and coordinating of Parents' Consultation days

- Liaise with teachers and relevant staff to ensure arrangements and availability are confirmed.
- Prepare and distribute information and communications to parents/carers regarding consultation evenings.
- Prepare pupil reports and relevant documentation for parents/carers and staff.
- Set up and manage the appointment booking system, ensuring appointments are scheduled appropriately.

- Monitor appointments and make any necessary amendments or adjustments.
- Provide administrative support and assistance to staff, parents/carers and pupils during consultation days.
- Ensure accurate records are maintained and all relevant information is communicated in a timely manner.

Communication

- Communicate professionally and appropriately with pupils, parents/carers, staff, external professionals and visitors.
- Draft routine correspondence, emails and letters as required.
- Ensure communications are accurate, clear and appropriately recorded.
- Handle sensitive or confidential information with discretion.
- Liaise with external organisations and professionals when requested by senior staff.

Safeguarding and Confidentiality

- Promote and uphold the safeguarding and welfare of pupils at all times.
- Follow the school's safeguarding, visitor and security procedures.
- Report safeguarding concerns immediately to the Designated Safeguarding Lead or appropriate member of staff.
- Ensure confidential information is handled in accordance with school policies and data protection requirements.
- Maintain professional boundaries when dealing with pupils, parents/carers and external visitors.
- Attend relevant safeguarding and school training as required.

Teamwork and Professional Development

- Work collaboratively with the administration team, staff, teachers, support staff and the wider school.
- Provide administrative support during busy periods and assist colleagues where required.
- Attend staff meetings, training sessions and professional development activities as appropriate.

- Keep knowledge of school procedures, systems and relevant legislation up to date.
- Undertake other reasonable duties commensurate with the level and responsibilities of the post.

Person Specification

Essential

Experience and Knowledge

- Experience of working in an administrative, reception, school or office environment.
- Good understanding of general administrative procedures.
- Experience of dealing with members of the public in a professional and courteous manner.
- Experience of maintaining accurate records and handling confidential information.
- Good IT skills and confidence using Microsoft Office, including Word, Excel and Outlook.
- Ability to learn and use school information management systems.
- Understanding of the importance of safeguarding and confidentiality.

Skills and Abilities

- Excellent organisational and time-management skills.
- Strong written and verbal communication skills.
- Accurate attention to detail.
- Ability to prioritise workload and meet deadlines.
- Ability to remain calm and professional when working under pressure.
- Ability to work independently and as part of a team.
- Ability to communicate effectively with pupils with a range of needs.
- Good telephone and customer service skills.
- Ability to deal sensitively and appropriately with confidential or difficult situations.

Personal Qualities

- Friendly, approachable and professional.
- Reliable and dependable.
- Patient and understanding.

- Flexible and willing to support colleagues.
- Positive attitude towards working in a specialist school environment.
- Commitment to promoting equality, inclusion and the wellbeing of pupils.

Desirable

- Previous experience working in a school or educational setting.
 - Experience of using SIMS or another school management information system.
 - Experience of working with pupils with additional needs.
 - Knowledge of school attendance and safeguarding procedures.
 - First Aid qualification or willingness to undertake training.
 - Experience of supporting school trips, events or pupil activities.
 - Previous experience of handling confidential pupil or medical information.
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Safeguarding

Little Heath School is committed to safeguarding and promoting the welfare of children and young people. All staff are expected to share this commitment and to comply with the school's safeguarding policies and procedures.

The successful candidate will be subject to appropriate pre-employment checks, including an enhanced Disclosure and Barring Service (DBS) check, satisfactory references and other checks required for employment in a school.

The postholder is expected to maintain confidentiality and comply with the school's policies relating to safeguarding, data protection, health and safety, equality and diversity.

General

This job description is not exhaustive and may be reviewed and amended from time to time in consultation with the postholder to reflect the changing needs and priorities of Little Heath School.

The postholder may be required to undertake other reasonable duties appropriate to the level of the role.