



## Job Description – Front Office Administrator

**“Bringing out the Best in Everyone”**

<b>Title of Post</b>	<b>Front Office Administrator</b>
<b>Grade Range</b>	<b>Bucks Pay Range 2</b>
<b>Reporting to</b>	<b>People Operations Lead</b>
<b>Time/Hours</b>	<b>37 hours per week (term time – including inset days)</b>

### **Join Our Team**

Are you an organised, friendly and hardworking administrator looking for a role where your skills genuinely make a difference each day? Pebble Brook School is looking for a dedicated and caring individual to join our supportive office team. This is a fantastic opportunity to play an important part in helping our school run smoothly while supporting pupils, families and staff.

### **What We Offer**

At Pebble Brook School, you'll find a supportive, forward-thinking environment where your wellbeing and professional development are prioritised. We value every member of our team and invest in their growth.

### **The Person**

We are looking for someone who shares our commitment to empathy, understanding, and high standards. You'll be joining a team where your voice matters and your growth is encouraged.

### **Job Summary**

Alongside providing a calm, professional and welcoming Front Office service, the primary focus of this role is managing a busy front desk, acting as the first point of contact for visitors, parents and staff, and ensuring reception is staffed and operating smoothly throughout the day. The postholder will confidently filter and respond to a high volume of telephone calls, emails and enquiries, directing communications appropriately and maintaining an efficient front-of-house service. They will also play a key role in monitoring pupil registers, following up absences and liaising with families in line with the school's attendance and safeguarding procedures. In addition, the role supports school communications through website updates, internal emails and messages via the school-to-parent communication system. Working closely with the People Operations Administrator and reporting to the People Operations Lead, the successful candidate will contribute to a friendly and supportive team while helping to maintain an organised, professional and welcoming environment for pupils, families, staff and visitors. Please see the full job description for further information



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### Key Responsibilities

#### Front-of-House & Visitor Experience

- Provide a warm, professional welcome to all visitors.
- Manage visitor sign-in procedures, safeguarding checks and ID badge systems.
- Produce staff ID badges and authorised entry – Track ID badges – Block when not in use
- Maintain a calm, orderly reception environment.
- Ensure the reception and office area is tidy, organised and reflects school standards.
- Handle high volume of telephone, email and in-person enquiries promptly and courteously.
- Maintain accurate visitor logs and pupil sign-in/sign-out records.
- Distribute incoming/outgoing post and deliveries
- Support parent/staff/pupil communication via, phone, emails and T2P messaging.

#### Attendance Administration

- Support attendance processes, including late arrivals and early collections – share/update office team.
- Monitor registers, pupil attendance inbox and follow up on any pupil unauthorised absence
- Reporting daily to SLT and Pastoral team on absences via spreadsheets from Bromcom
- Ensure all staff are up to date with student absence on a daily basis
- Fortnightly meeting with SLT regarding absences to administer letters for parents regarding attendance and meeting invitations

#### Office Administration

- Administer and file transition documents via CPOMS and AnyComms for incoming cohort and exits
- Prepare and organise the transitions for new students and leavers, consent and admission forms on Bromcom.
- Liaise with the local authority regarding pupil transport arrangements and drivers.
- Update and maintain pupil data on Bromcom.
- Supervise Office inbox for emails and filter throughout the day
- Update and maintain the school calendar using Outlook and update school website to ensure accurate event information is available to staff, pupils and parents.
- Administer Minibus bookings for school trips, including coordinating drivers and availability

### Professional Conduct

- Model calm, respectful and professional behaviour.
- Take ownership of the reception and office area.



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- Maintain confidentiality.
- Uphold safeguarding practices.
- Resolve issues independently while knowing when to escalate.
- Contribute positively to the school ethos and culture.

### Knowledge, Experience & Training

#### Essential

- Experience in a front-facing administrative or customer service role.
- Excellent communication and interpersonal skills.
- Ability to remain calm, professional and solution-focused under pressure.
- Strong organisational skills with high attention to detail.
- Confident use of IT systems, Microsoft packages, including data entry and record management.
- Understanding of confidentiality and professional boundaries.
- Commitment to safeguarding and promoting the welfare of children.
- Ability to work effectively as part of a team.

#### Desirable

- Experience working in a school or educational setting.
- Knowledge of school safeguarding and visitor-management procedures.
- Familiarity with school MIS systems (e.g., Arbor, SIMS, Bromcom).
- Experience with attendance, admissions or pupil data processes.

This role description may be modified by the Headteacher to reflect or anticipate changes which are commensurate with the salary and role title and improvement and expansion plans of the school

This role description will be reviewed every 3 years or sooner if required.



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### Person Specification

Criteria	Essential	Desirable
<b>Qualifications &amp; Experience</b>	<p>Experience in a front-facing administrative or customer-service role.</p> <p>Experience handling enquiries from parents, pupils, staff or the public.</p> <p>Experience using IT systems for administration and data entry.</p>	<p>Experience working in a school environment.</p> <p>Experience using MIS systems (Arbor, SIMS, Bromcom).</p>
<b>Knowledge &amp; Skills</b>	<p>Excellent written and verbal communication skills.</p> <p>Strong organisational skills and ability to prioritise.</p> <p>High accuracy and attention to detail.</p> <p>Ability to remain calm and professional under pressure.</p> <p>Competent use of ICT and administrative systems.</p> <p>Knowledge of confidentiality, GDPR and data handling.</p> <p>Ability to follow safeguarding procedures.</p> <p>Ability to work independently and as part of a team.</p>	<p>Knowledge of school safeguarding practices.</p> <p>Understanding of Year 7 transition processes.</p> <p>Knowledge of local authority pupil transport systems.</p>
<b>Personal Qualities</b>	<p>Professional, courteous and welcoming manner.</p> <p>Positive attitude and willingness to support colleagues.</p> <p>Resilient, adaptable and able to manage competing priorities.</p> <p>Reliable, punctual and committed to high standards.</p> <p>Calm and efficient during busy periods.</p>	<p>Commitment to ongoing professional development.</p> <p>Ability to contribute positively to the school, office and families.</p>