



SOLIHULL

Senior School Receptionist

- Responsible to the Executive Headmaster's PA, the successful candidate will provide a professional reception service dealing with visitors, staff, pupils, and telephone calls by providing a 'first point of contact' service.

The role offered is a fixed term contract for 12 months, full year role, 15 hours per week (specific hours to be agreed) and will commence in September 2026.

Principal areas of responsibility:

- To act as Senior School Receptionist, dealing with all telephone calls, visitors, pupils and staff, and passing them on to the appropriate person or department.
- To cover general main desk duties – to include dealing with security arrangements.
- To check that messages via the Parent Portal are recorded on the registers.
- To follow up and process unexplained registration absences, including updating iSAMS in conjunction with the Senior Administrator.
- To manage communications involving pupil absence including chasing up pupils that are not registered, calling home, updating registers and iSAMS through the day from signing in/out sheets.
- To provide general administrative and secretarial support in the Senior School, as required, including valedictory letters.
- To deal with the needs of pupils, parents and staff as necessary.
- To sign visitors to the Senior School in and out, in accordance with our safeguarding procedures.
- To carry out general office duties to include filing, printing, typing as required.
- To provide refreshments as required.
- To frank outgoing mail, receive parcels and school uniform deliveries and distribute incoming mail and parcels.
- To check stationery stocks for the Head's Wing and reorder when necessary.
- To deal with emails via the admin@solsch.org.uk email address, forwarding general emails and answering queries.
- To deal with reference requests for current and former pupils.
- To move all pupil files at the end of the academic year.
- To deal with lost property enquiries.
- To keep a record of all uniform breaches and record information regarding confiscated mobile phones.
- To organise monthly birthday party for Third Form.
- Events Co-ordinator: To deal with box office administration using TryBooking including setting up events for online booking, designing and printing tickets.

General Office and Reception Duties

- Deal with the needs of pupils and staff as necessary;
- Provide guest refreshments in the Headmaster's Wing as required.

General

- Promoting welfare and safety of all members of the school community, and adherence to the school's Safeguarding and Child Protection Policy;
- Support the aims of the school;
- Support all members of the school community with respect and consideration;
- Set a good example to pupils in terms of appropriate dress, standards of punctuality and attendance;
- Take responsibility for professional development, participating in staff training including INSET days where required, and the school's CPD and Professional Development procedures;
- Participate in the management of the school by attending meetings as required;
- Adhere to the Health & Safety Policy, ensuring that all tasks are carried out safely and effectively with due regard to the health and safety of all members of the school community, including visitors and the post-holder.
- Undertake any other reasonable duties and responsibilities as may be required by the Head of Senior School, Executive Headmaster, Executive Headmaster's PA, and SLT.

The Job Description is subject to:

- Other reasonable requests by negotiation with the Headmaster, Bursar, Head of the Senior School, and other member of the SLT, as appropriate.
- Annual Review to take into account the changing needs of the school.

Person Specification: Senior School Receptionist

To be shortlisted for a role at Solihull School, you must demonstrate that you meet all of the essential criteria and as much of the desirable criteria as possible.

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications & Training	<ul style="list-style-type: none"> • Good general level of education including GCSE Mathematics and English (or equivalent) • Willingness to undertake training and development appropriate to the role 	
Experience & Knowledge	<ul style="list-style-type: none"> • Experience in previous reception or administrative role • Good working knowledge of Microsoft Office including Outlook, Word, Excel, and PowerPoint 	<ul style="list-style-type: none"> • Previous experience of working in a school / education environment • Knowledge of management information systems • Experience with mail merge using a variety of databases. • Knowledge of room booking systems / diary management systems
Skills	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Excellent organisational skills and the ability to multi-task • Prioritising and problem solving • Ability to develop excellent working relationships 	<ul style="list-style-type: none"> • Ability to improve and implement new systems and processes. • Innovation and creativity
Personal Attributes	<ul style="list-style-type: none"> • Ability to challenge colleagues and provide constructive criticism as required • Ability to assess and diffuse difficult conversations and communications • Ability to work under pressure, organise and prioritise workload • Ability to work on own initiative, work without direct supervision and solve problems • Acts with discretion and understands the importance of confidentiality • Professional approach including high standards of punctuality and attendance 	<ul style="list-style-type: none"> • Ability to improve and implement new systems and processes. • Flexible and able to adapt to change. • Ability to draw clear, calm boundaries when appropriate.

Requirements of all Staff Members at Solihull School:

	REQUIREMENT
Requirements within role	<ul style="list-style-type: none">• Commitment to safeguarding children.• Suitable to work with children.• Adherence to the school's policies, processes and procedures including the Safeguarding and Child Protection Policy.• Supporting the aims and values of the school, including the school's Christian ethos, acting as a role model to pupils and treating all members of the school community with respect.• Commitment to continuing professional development, willingness to undertake training as required, participate in staff training including INSET days where required and reflect, and improve on, own practice.• Participation in the effective management of the school by attending meetings as required.• Adhering to the Health & Safety Policy, ensuring that all tasks are conducted safely and effectively with due regard for the health & safety of all members of the school community.
Personal Attributes	<ul style="list-style-type: none">• Physical and mental capacity to undertake the role, and an exemplary previous attendance record.• Highly professional manner, flexible attitude and a supportive colleague who is able to build positive relationships with relevant stakeholders.• High degree of personal integrity and confidentiality.• Able to take a common-sense approach with high levels of diplomacy, tact, and empathy.• High standards of work with excellent attention to detail.