

JOB DESCRIPTION

Post	RECEPTIONIST/ADMINISTRATOR with specific administrative responsibilities within the school office
Grade	Scale 4 point 7
Hours	36 hours pw (excl: meal breaks) 08.00 – 16.00
Term time pattern	Term time only + 4 weeks (42 weeks a year)
School/Location	Chestnut Grove Academy, Balham, London <i>(The postholder may also be required to work at other schools and sites within the Wandle Learning Trust depending on the role and the nature of the responsibilities).</i>
Reports to	Office Manager
Line manages	n/a

Context

Chestnut Grove Academy is a high performing convert academy that prides itself on enabling students of all abilities and backgrounds to reach their potential. Academic success is a key strength of the academy with strong performance at both GCSE and A Level. The student capacity is approximately 1390 students.

Chestnut Grove Academy is part of the Wandle Learning Trust. A Multi-Academy Trust which builds on the success of the Wandle Learning Partnership, of which we are the lead strategic partner with Chesterton Primary School.

Main Purpose of the Job

To deliver a first-class reception/administrative service to the school office, Senior Leadership Team, teaching staff and students, within this fast-paced environment. The school office has two receptions and this role will primarily be focused at our main front desk, but will also working together with our receptionist who is based at our student/staff desk.

Main Responsibilities

- To be responsible for manning the main school reception, dealing effectively and positively with face-to-face enquiries including deliveries, welcoming and the "signing in/out" of visitors, parents, students etc , ensuring that all visitors are vetted for safeguarding reasons, before entry to the school.
- To assist (when required), manning the student/staff reception desk, dealing effectively and promptly with face-to-face enquiries and directing student, dealing with missing uniform, loss of timetable etc and liaising with staff and parents on any student matters they need to be made aware of.
- To keep the reception area and office organised and welcoming for visitors, ensuring noticeboards are updated with relevant information for staff, parents and visitors.
- To answer telephone enquiries promptly, taking and giving messages effectively and liaising with relevant staff when necessary.

- To administer and process the applications and eligibility of all students who are Free School Meals.
- To maintain an up to date list of FSM status on Arbor and produce data reports with regard to FSM as directed by a Senior Manager, in a timely manner.
- To liaise with the Catering Manager to ensure a packed lunch is provided to FSM students on school trips.
- To support the Science Department with any administrative tasks.
- To be responsible for organising and administering student events, ie Presentation Evening, in conjunction with Senior staff.
- To be responsible for maintaining stock levels in the Medical Room, completing a termly audit of medication (contacting parents when necessary) and keeping the room organised and tidy.
- To be responsible for lost property, ensuring the storage area is kept organised and termly clearances are completed
- To carry out administrative tasks when necessary, such as general word processing, sending whole school emails, database management and other IT based tasks, as directed by the Office Manager/Senior Leadership Team
- To book taxis for staff/students as directed by Office Manager/Senior Leadership Team
- To be responsible for bookings all staff training courses as directed by Senior Leadership Team and liaising with other relevant staff.
- To manage and be responsible for the Archive container. Ensuring documents/school files are stored in an orderly manner and destroyed at relevant time periods in line with our Data Protection Policy.
- To maintain sufficient stock of stationery supplies and to raise purchase orders on the PSF finance system, as appropriate, for the purchase of goods and services, ensuring that such orders are authorised and are compliant with the school's finance regulations.
- To be responsible for sorting and distributing all incoming and outgoing mail.
- Adhering to data protection and confidentiality guidelines when handling sensitive information.
- Occasionally to be required to cover the duties of other school office staff should they be absent.

Other key responsibilities

- To assist with student first aid and welfare duties, communicating effectively with students, parents and Senior Leadership Team on issues, as appropriate
- To spend a number of designated hours per week, providing medical care based on the First Aid rota, as agreed with the Office Manager.

- To be fully aware of and understand the duties and responsibilities from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people .
- To play a full part in the life of the school community, to support its ethos and to encourage students, staff and colleagues to do the same.
- Be aware of and support difference and ensure equal opportunities for all.
- To engage actively with the performance review process and take responsibility for own development.

General Responsibilities

To comply with the Trust's Equalities, Diversity and Inclusion policy, as well as all other relevant Trust policies and procedures, at all times.

To carry out your duties in accordance with the responsibilities of being in a position of trust and despatch your duty of care appropriately at all times.

To present a consistently positive image of the Trust and uphold public trust and confidence.

To undertake any other duties required that are commensurate with the pay and purpose of your role.

Safeguarding

To have due regard for, and demonstrate a commitment to, the safeguarding and promotion of the welfare of children and young people.

To follow and adhere to the Trust's safeguarding policy, the Department for Education's statutory guidance 'Keeping Children Safe in Education' and all other relevant guidance and legislation in respect of safeguarding children.

To maintain appropriate professional boundaries in relationships with children and with all members of the school community and outside agencies, exercising sound professional judgment which always focuses upon the best interests of the students and the school.

To ensure that line managers or senior management are made aware and kept fully informed of any concerns in relation to safeguarding and/or child protection.

Special Conditions of Service:

This post is exempt from the Rehabilitation of Offenders Act 1974. It is a requirement of your employment that you inform the Employer immediately if at any time during your employment you: are charged or convicted of any criminal offences; or are in receipt of any indictments or police cautions; or are provisionally or permanently placed on the Children's Barred or Adults' Barred List (if applicable) administered by the DBS. Any such information disclosed to the Employer will be processed in accordance with the Data Protection Act 2018. Failure to notify the Employer of any such charges, convictions, indictments or cautions may result in disciplinary action against you up to and including summary dismissal for gross misconduct

PERSON SPECIFICATION

RECEPTIONIST/ADMINISTRATOR

	Essential	Desirable
Qualifications		
GCSE pass grade in English and Maths	X	
Successful completion of a requisite first aid course		X
Experience		
Experience of working in a busy office or administrative environment.	X	
Demonstrable experience in delivering effective administrative and organisational skills.	X	
Proficiency in MS Office and data entry	X	
Experience of working within an educational environment		X
Knowledge and Understanding		
Knowledge and understanding of school systems		X
Skills, Abilities and Personal Attributes		
Able to demonstrate exceptional Customer Service ethos, being courteous to students, staff, visitors, parents at all times.	X	
Excellent time management and multi-tasking skills, to be able to work under pressure while maintaining own effectiveness to meet deadlines	X	
A strong team player, able to work collaboratively and effectively with a range of styles and personalities.	X	
The ability to empathise and communicate with young people.	X	
Honesty, integrity and reliability in the handling of sensitive and confidential documents and information.	X	
Evidence of ability to be adaptable and flexible and use own initiative, while working within a busy and fast changing environment.	X	
An excellent record of attendance and punctuality.	X	
Able to display tact and resilience within a busy pressurised environment.	X	
To be respectful and have an inclusive attitude towards colleagues, students, and visitors from diverse backgrounds	X	

Date Reviewed:

27 Nov 2025