



Job Description Reception/Admin Officer

Location:	Core Team – school as deployed
Grade/Scale:	MAT Grade 4
Special Conditions:	Occasional travel between sites may be required
Reporting to:	Finance & Admin Team Leader
Revised Date:	August 2025

Job Summary:
<p>To provide high quality reception and administrative support to the Trust and its schools by:</p> <ul style="list-style-type: none"> • taking a proactive approach to develop the administrative support provided to schools; • ensuring that administrative processes are compliant with safeguarding and Health & Safety legislation, regulatory framework, statutory standards/ guidance, Trust policies and audit requirements; • supporting the maintenance of the Single Central Record; • provide administrative support in respect of exams; • working as part of the Trust’s Core Team and with other colleagues in support of the Trust’s objectives.

Main Duties & Responsibilities:
<p>Under the direction of the HR Manager, subject to local school arrangements:</p> <p>Reception</p> <ul style="list-style-type: none"> • Follow relevant safeguarding and Health & Safety requirements by ensuring that only authorised persons, or those with legitimate business are allowed access to the school. • Act as the school’s first point of contact by: <ul style="list-style-type: none"> ○ welcoming visitors to the school and ensuring that they are signed in if required; ○ advising them of safeguarding and health & safety protocols; ○ dealing with general enquiries; ○ dealing with enquiries from pupils/families and referring them to colleagues if necessary and/or signposting where they can obtain support from; ○ alerting colleagues that visitors have arrived and escorting them to meetings if appropriate. • Deal with telephone calls, answering general enquiries, transferring calls or taking messages as appropriate. • Show visitors around the school, as required. • Receive goods and sign delivery notes, as appropriate (in conjunction with the person ordering the goods). • Receive, deal with and/or distribute post, as appropriate. • Deal with outgoing mail, including postage records of stamping or franking, • Take responsibility for the reception area, making sure that it is tidy and welcoming. Report any issues to your line manager, the Site Manager and/or Head Teacher as appropriate. • Undertake DBS identity checks in accordance with requirements, including taking and storing appropriate photocopies.

Main Duties & Responsibilities:

Safeguarding/Single Central Record

- Verify ID documents and other vetting evidence in respect of new starters, agency staff and contractors as required;
- Support the maintenance of the SCR by updating the system in accordance with requirements.

Exams Administration

In conjunction with SLT/nominated staff; manage the administration of exams on behalf of the school, including:

- Undertake exams training as required to meet the needs of the role;
- meet exam board deadlines in respect of registrations, exam entries, booking moderation dates, submitting course work samples etc.;
- act as the point of contact for exam boards including moderators and standards verifiers;
- monitor and update user accounts on exam board websites;
- complete the annual centre declarations;
- access and download "on demand" exam papers;
- arrange paper-based assessments as required.

Administration

- Provide administrative support to the Head Teacher and SLT as directed;
- Undertake routine administrative duties including word processing, photocopying, scanning, producing/sending emails, filing etc.;
- Prepare and send routine and non-routine correspondence;
- Update school documents, policies;
- Manage and organise filing systems;
- Maintain records / files / data bases, inputting and retrieving information;
- Support the organisation of visits to and from school;
- Monitor stationery/office supplies and alert the Finance colleagues where further supplies are required.

Communication

- Assist with the use of the tannoy system, particularly in respect of transport;
- Assist with the production of newsletters, parent's information etc.
- Monitor the school admin email account and distribute messages as appropriate.
- Support the use of Class Dojo as directed.
- Maintain school records, e.g. school diary, room booking system etc, as required.

Finance

- Count, receipt and record cash/cheque income received (e.g., relating to trips, meals, fundraising etc.) as directed.
- Maintain the petty cash imprest as directed.

Absence

In accordance with localised school procedures:

- Receive & record staff absence, liaise with appropriate staff to arrange cover, contact supply staff etc.
- Provide details of staff absence to appropriate parties, e.g. SLT, Payroll.
- Prepare registers and absence forms (as required) ensuring relevant information is disseminated promptly re: absences.

Main Duties & Responsibilities:

General

- Ensure that duties are carried out in compliance with relevant legislation, statutory guidance and Trust policies, including the Equality Act and Keeping Children Safe in Education (KCSIE).
- Contribute to ensuring that all aspects of school administrative support are in accordance with best practice and reflects value for money from the public purse.
- Work as part of the Trust's Core Team to support schools to deliver a quality educational provision and to ensure that the Trust's objectives are met.
- Partake in regular 1 to 1 meetings and annual appraisals.

Policy & Trust Development

- Support the CFRO and HR & Payroll Manager to establish and update policies, procedures and working practices in line with the Trust's aim to be an 'employer of choice'.
- Monitor and contribute to the organisation and development of HR within the Trust.
- Maintain an awareness of changing employment legislation, statutory guidance and best practice.
- Support the CEO and CFRO to develop services offered by the Trust Central Team.
- Undertake specific projects under the direction of the CFRO and/or CEO
- Undertake specific projects under the direction of the CFRO and/or HR & Payroll Manager.

Additional Duties:

The post holder will:

- Comply with any reasonable request to undertake work not specified in this job description which is commensurate with the post holder's salary grade, abilities, and aptitudes.
- Contribute to and uphold the overall ethos/work/aims of the Trust.
- Act with professionalism, integrity and with due regard to matters of a confidential nature at all times.
- Promote and adhere to high standards of behaviour and performance in line with the staff code of conduct, Nolan Principles and other relevant policies and professional standards.
- Establish constructive relationships and communicate professionally and effectively with senior leaders, colleagues, the Trust/school community, and other agencies/professionals.
- Participate in training and other learning activities and performance appraisal/development as required.
- Recognise their own strengths and areas of expertise and use these to advise and support others.
- Undertake duties in line with the Trust's policy on equality and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. You should act as an exemplar on these issues and should identify and monitor training for themselves and any employees for whom they are responsible, in line with this policy, the Equality Standard and obligations under the Race Relations (Amendment) Act 2000.
- Carry out their responsibilities with due regard to Trust policies and arrangements relating to safeguarding and child protection, health and safety, security, confidentiality, and data protection and should report any concerns to an appropriate person.

Note: This job description may be modified by the Trust to reflect or anticipate changes in the job, commensurate with the salary and job title.