



Mossbourne
Federation

Academy Receptionist/Administrator

Job Description

Date last reviewed on:	
Date to be revised on:	



POSITION	Academy Receptionist/Administrator
SALARY	P1 to P5
START DATE	01/09/2026 (Plus Inset Days)
HOURS	37.5 hours per week
FULL-TIME EQUIVALENT	Term Time only Plus 1 week
CONTRACT TYPE	Fixed Term 1 year
RESPONSIBLE TO	Phase Leader
LOCATION	Mossbourne Riverside Academy, E Bay Ln, London E15 2GW
KEY WORKING RELATIONSHIPS	Teaching Staff and Students

Background

Mossbourne is the realisation of Sir Clive Bourne's dream to provide the children of Hackney with an outstanding education. Mossbourne is built on a formula of high expectations, doing the simple things right, and the belief that all children can succeed. All learners, regardless of ability, benefit from the innovative and enlightened approaches to teaching and learning. The Federation's calm working atmosphere creates well-rounded individuals who excel in the arts, on the sporting field and academically.

The Mossbourne Federation consist of seven academies: Mossbourne Community Academy (MCA), Mossbourne Fobbing Academy (MFA), secondary and sixth form, Mossbourne Victoria Park Academy (MVPA), Mossbourne Port Side Academy (MPA) secondary, Mossbourne Parkside Academy (MPA), Mossbourne Riverside Academy (MRA), Mossbourne Herd Lane Academy (MHLA), primary.

The Mossbourne Federation is actively seeking to increase the proportion of our workforce who come from diverse backgrounds. We particularly welcome applications from people of Black, Asian and other minority ethnic descent. Injustice, discrimination and intolerance go against the core tenets of the Mossbourne ethos. We actively reject discrimination in our academies through continuous review of our working policies & practices across the federation, including at board level. We are committed to developing & supporting inclusivity, diversity & anti-racism in every facet of what we do.

Mossbourne Riverside Academy (MRA)

Located in the London 2012 Olympic Park, at Mossbourne Riverside Academy (MRA) we continue to build on The Mossbourne Federation ethos of exceptional education for all of our pupils. With learning at the heart of everything we do MRA continues to raise expectations and achievement in Hackney and its neighbouring boroughs; we believe that all pupils can fulfil their true potential. Our pupils receive great lessons, enjoy a vibrant curriculum and have access to world-class sporting facilities. Our outstanding teaching staff provide pupils with a happy and caring learning environment, with high expectations for behaviour and manners throughout the academy.

If you want to be part of the team that is improving the future of our students, then read on!



Job Summary

The Administration department consists of front-line office staff who work together to ensure the smooth running of the Academy and perform administrative duties at each of the Federation Academies. They work under the direct supervision of the Senior Administrative Officer for each Academy in a vibrant and busy front-office environment.

The successful candidate will play a key part in providing a first impression of the Academy to parents, visitors and others such as contractors. The image presented by the Reception team need to reflect the values of the Academy as a very high achieving centre of educational excellence. The successful applicant will be well organised, personable, motivated and willing to go the 'extra mile'.

Main Duties & Responsibilities

- Provide an effective student and parent reception service.
- Deliver reception duties including directing and filtering calls, dealing with visitors, including issuing & collecting of passes, distributing post, couriers, etc arranging travel & organising stationery in a timely manner.
- Meeting, greeting and escorting visitors and parents, providing hospitality. Greeting & managing visitors politely & firmly according to Federation policies and effectively transferring them to their host in the Academy.
- Book and coordinate meeting rooms, ensuring they are tidy and ready for meetings.
- Give advice & information about the Academy to parents, pupils & visitors face to face, over the phone & via email.
- Provide prompt and clear written records of telephone calls and messages to staff throughout the Academy.
- Assist students, collate absence & late data, update registers, request homework for absent pupils & relay messages.
- Work effectively using the Academy's SIMs (school data base) system.
- Carry out a range of other administrative duties, filing, photocopying, typing etc., assigned by the PA/SAO in conjunction with the other Reception/Administration Team.
- Ensure the smooth running of the office, organise day-to-day activities, contribute to the planning and development of the support service, maintain the required confidentiality of information at all times.
- Cover for all administrators within the team when necessary e.g. logging absence and making absence calls.
- Make efficient use of the bio-data / school identity card system.
- Assist in the maintenance of the school's computerised database information.
- Provide administrative support to the Federation.
- Update and maintain the relevant school calendar.
- Produce reports, letters, newsletters and other publication materials as and when required.
- Assist with general office duties including the handling of incoming and outgoing post, telephone enquiries dealing with queries as far as possible and referring to other members of staff as necessary.
- Make full and appropriate use of ICT, developing IT resources to aid administration & the work of the school.
- Assist the PA/SAO with all aspects of the effective operation of the administrative function within the school.
- Establish & maintain good working relationships with students, staff, parents/carers, contractors and stakeholders.
- Provide efficient administrative support to the SLT.
- Collate, amend and update pupil files and reports including SIMS.
- Provide First Aid support as required (subject to training and certification).
- Maintain first aiders lists and arrange training for staff.
- Manage medication on site, to include paperwork, expiration dates etc.
- Establish best practice within the team/office.
- Evaluate and improve your own practice, which may lead to improvements in the day-to-day running of the school and take responsibility for personal professional development.



- Maintain professional portfolio of evidence to support the Performance Management process.
- Responsible for sending text messages to parents as directed by SLT.
- Maintaining, advising on and updating ParentPay.
- Attend school events as required.
- Perform other duties, including covering the essential work of absent colleagues in all federation schools, commensurate with the grading of the post, as directed by the Line Manager.
- Attend training sessions and meetings as required.
- Ensure compliance within the school of data protection regulations
- Deal with confidential data, material and issues appropriately
- Maintain accurate records and filing systems.
- Ensure effective communication with parents managing concerns effectively.

Academy Administration

- Respond to requests from parents about the admissions process, open events and In-Year admissions.
- Prepare for open events, parents' evenings and special events.
- Data entry, monitoring & updating of information relating to appeals.
- Respond to telephone calls and emails from parents wanting to re-arrange appeal hearing and forward message to the Clerk of the Panel. Arrange interpreters internally where required.
- Liaise with the finance office and process online orders.
- Generic letters – print, copy and post as requested.
- Type up parent/carer letters, school letters, print and place in folders or post.
- Print labels and signs for events such as early closure etc.
- Reception Intake: Support in preparing pupil information packs, ensure forms are complete & scan documents.
- Update pack ready for printing.
- Distribute information data sheets to classes – medical, consent form etc.
- Enter all pupil data on to SIMS and keep SIMS updated throughout the year for all year groups.
- Check and update personal data for all year groups on SIMS.
- Chase previous schools for outstanding pupil files, follow up where necessary.
- Cover Reception across the Federation during absences, lunch and meetings.
- Reply to enquiries and maintain the enquiries and reception inbox.
- Transfer data from parental consent forms onto SIMS and advise staff, e.g. permission to photograph/film.

Attendance

- Ensuring that the register is taken for each period across the Academy to ensure there are no missing marks or unexplained absences.
- Communicate with teaching staff when registers are inaccurately coded and incomplete and to ensure errors are remedied in a timely fashion.
- Input data into SIMS from manual registers, when necessary, and remind staff to complete registers as necessary.
- Ensure the accurate coding of absences before filing away.
- Follow Academy Policy of 'first day contact' with the Academy.
- Follow attendance policy and send out letters as required.
- Take telephone calls from parents and carers regarding absent pupils, accurately record lateness & absence, amending SIMS accordingly, and deal with any follow up queries.
- Telephone parents when a student is absent and establish the reason for absence.
- Identify and prioritise students whose attendance is a cause for concern and contact parents to raise awareness of non-attendance and possible consequences.
- Arrange appointments with parents, the Principal and the Hackney Learning Trust Attendance Officer when required.
- Monitor attendance on SIMS and identify concerns through weekly analysis of attendance data.



- Liaise closely with Pastoral staff on attendance matters providing data and administrative support as necessary.
- Use SIMS to produce reports and analysis of information and statistics.
- Produce regular attendance statistics and returns required by the Academy, Local authority and DfES.
- Provide Principal with an annual report on attendance for analysis by Academy governors.
- Implement and manage automated attendance systems e.g. Truancy Call.
- Manage the safe registration of all students in the event of an emergency.
- Support Federation efficiency by supporting colleagues in the administration team as and when necessary.

Person Specification				
E Essential Or D Desirable	Requirements	Assessment Criteria		
		Interview	Application Form	Task / Lesson
Experience				
E	Experience of working in a busy reception area and of working in a school environment is required, preferably with some knowledge of school data systems.	X	X	X
E	Punctuality, reliability and ability to maintain a high level of confidentiality is essential.	X	X	X
E	Ability to communicate positively and effectively at all levels with excellent written and spoken English.	X	X	X
E	Ability to effectively multi-task, work to tight deadlines and prioritise workload in a busy environment, paying attention to detail.	X	X	X
E	Ability to be an effective team member using initiative, being proactive and having a flexible approach to work.	X	X	X
E	Ability to understand and take full account of visitor needs.	X	X	X
IT knowledge				
E	Advanced knowledge of the Microsoft Office Suite, specifically Word and Excel is an essential requirement of the role.	X	X	X
Behavioural Competencies				
E	Excellent analytical and multi-dimensional communication skills.	X	X	
E	To have a strong understanding of the Academy: its culture, climate and values.	X	X	
E	To act in accordance with authority, organisational standards, needs and goals of the Academy.	X	X	
E	Ability to dress, in accordance, to the standards expected by the Academy in a professional Reception function.	X	X	
E	Ability to be flexible and to provide cover at short notice is essential.	X	X	
D	Strategic approach, ability to see the 'big picture' and also think 'outside of the box'.	X		
E	Ability to meet ALL deadlines internally and externally ensuring output is consistently of exemplary standard.	X		
E	Must have the upmost integrity as well as high levels of motivation and commitment.	X		
E	Proactive approach and efficient time management and prioritisation skills.	X		



E	Genuine interest and passion for the education of young people and the ability to contribute more widely to the life and community of the Federation.	X	X	
Applicable to all staff				
E	Undertake training as required to fulfil the requirements of the role	X	X	X
E	Support Mossbourne’s efforts both verbally and non-verbally (i.e. Via actions and attitude), including adjusting performance and practice in accordance with Mossbourne’s initiatives and findings	X	X	X
E	Recognise your role as part of the succession of Mossbourne	X	X	X
E	Play an active role in terms of Safeguarding all students and adults	X	X	X

Federation provides equal employment opportunities to all employment applicants and employees without regard to race, colour, religion, gender, sexual orientation, national origin, age, disability or status. The document is not a comprehensive list; it simply outlines expectations of this role. This post is subject to an enhanced DBS disclosure. The post holder must be committed to safeguarding the welfare of children.