



School Office Receptionist / Administrator

Grade: H3 5 - £24,790 FTE

Main purpose

To provide a welcoming, efficient and professional front-of-house service to visitors, pupils and staff. The receptionist plays a vital role in the day-to-day operation of the school office and is the first point of contact for the school.

Key Responsibilities

Front Desk Duties

- Greet visitors, parents, staff and pupils warmly and professionally.
- Manage visitor sign-in/sign-out procedures and ensure safeguarding protocols are followed.
- Ensuring that all visitors details are recorded in the correct manner.
- Answer incoming phone calls and emails; redirect or respond as appropriate.
- Assesses and resolves day to day problems.

Administrative Support

- Be responsible for the Admin Inbox, dealing with incoming emails.
- Maintain student attendance records and handle absence reporting.
- Assist with filing, photocopying, scanning and the distribution of school communications.
- Respond to reception and visitor enquiries.
- Provide Admin support as required.
- Operating the InVentry system (training will be given)

General Office Support

- Handle incoming and outgoing post and deliveries
- Ensure the reception and foyer are always tidy and presentable.
- Assist with the ordering of products/goods in line with school policy.

The duties and responsibilities listed above describe the post as it is at present. The postholder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Essential Skills and Experience

- Previous experience in a receptionist or administrative role within a school office or education setting.
- Excellent interpersonal and communication skills – both written and verbal.
- Competent with Microsoft Office Suite and school database systems (e.g. Arbor, SIMS).
- Strong organisational skills and attention to detail.
- Ability to handle confidential information with discretion.
- Friendly, professional manner and a commitment to excellent customer service.
- Most tasks require keyboard skills used with precision and speed.

Desirable

- Experience working in a school office with safeguarding procedures.
- Knowledge of school operations and educational terminology.

Working Hours:

Monday – Friday, 7.30am – 4.00pm, term-time, plus 10 days

Southfield is committed to safeguarding and promoting the welfare of children and young people. The successful candidate will be subject to an enhanced DBS check and references.