



JOHN LYON SCHOOL

Business Administrator (Receptionist)

START DATE: October 2026

HEAD'S WELCOME

Thank you for your interest in joining our team here at John Lyon School.

As a leading co-educational independent school in North West London, we are proud to offer an exceptional all-through education for pupils aged 2 to 18. Many of our pupils begin their journey in our pre-nursery or Prep school and progress confidently into the Senior School and Sixth Form, emerging as well-rounded, intellectually curious, and socially responsible young people, ready to make their mark on the world.

At the heart of John Lyon is an enduring belief in the individual potential of every pupil. We are deeply committed to academic excellence, but equally to the development of character, creativity and resilience. Our classrooms are places of challenge and encouragement, where pupils are inspired by expert teachers to inquire deeply, think independently and strive for excellence.

Our School Values: Ambition, Community, Creativity, Enquiry, Excellence, Heritage, Innovation and Resolve, shape our culture, inform our teaching, and define the experience of those who study and work here.

Our pupils flourish not only in academic disciplines but through a rich and varied co-curricular programme. Sport, STEAM, music, drama, leadership and service opportunities are integral to school life and central to the holistic education we offer. As a Microsoft Showcase School, one of just 82 in the UK, we also place a strong emphasis on digital innovation, ensuring our pupils are prepared for the evolving demands of the modern world.

John Lyon is part of a broader educational ecosystem through John Lyon's Foundation and the Harrow Family of Schools, including Harrow School and its international network. This distinctive connection offers our staff and pupils a wealth of collaborative opportunities and global perspectives, enhancing the educational experience in powerful and meaningful ways.

This is an exciting time in the School's development. We are growing, evolving, and continually raising our standards to deliver the exceptional facilities, inspiring environments and comprehensive care our parents expect and our pupils deserve. If you are inspired by our mission and would like to contribute to the next chapter of our journey, we would be delighted to receive your application.

John Lyon is a warm, ambitious and forward-looking community. Our school environment is a deeply rewarding place within which to work, and both staff and pupils are encouraged to grow, achieve and thrive. Those who join us become part of a collaborative culture grounded in shared values, where passion for hard work and a commitment to excellence is celebrated and supported.

We look forward to receiving your application.

Rose Hardy
Head



ABOUT JOHN LYON

Founded in 1876, John Lyon School began as a day school for local boys in Harrow and the surrounding areas. It was established following the success of Harrow School, which John Lyon founded in 1572 after receiving a Royal Charter from Elizabeth I to create a free grammar school for children and youth. Over the past 150 years, the School has become co-educational and now provides an all-through education after merging with our Prep school (formerly Quainton Hall).

THE COMMON ROOM

John Lyon has a very friendly and diverse Common Room with a mix of colleagues living locally, in London and as far afield as Hertfordshire, Bucks, Berkshire, Essex and Surrey. Many academic staff join the School straight from university whilst more experienced staff have taught in either Independent schools, state Schools or both. The Common Room runs a termly programme of wellbeing activities which is well supported by academic and support staff. This includes theatre trips, celebratory meals, yoga, charity quiz nights and fixtures in archery, football, cricket, hockey and golf.

OUR ETHOS

John Lyon has a richly deserved reputation for providing an excellent all-round education that combines high academic standards with excellence in Sport and the Arts and outstanding pastoral care. The School is a friendly and purposeful place. Learning is both broad and deep, and we offer a unique education that embraces opportunity and excellence both within and beyond the classroom. At John Lyon every pupil matters.

OUR VALUES

John Lyon has a clear set of values that are vital to our community. Our values shape who we are, what we do and how we do it. Each value is woven into School life and our admissions process. Our Values are tangible and meaningful; they enable us to promote and teach a set of principles to our pupils that will help them thrive as happy individuals.



AMBITION



EXCELLENCE



INNOVATION



RESOLVE



HERITAGE



COMMUNITY



ENQUIRY



CREATIVITY



Business Administrator (Receptionist)

Reports to: Central Administration Team Manager

JOB DESCRIPTION

THE DEPARTMENT

The Central Administration Team (CAT) at John Lyon School is the engine room of the School. The team manage and deliver a wide range of operational and administrative duties for the whole School community. Two teams share an office based at both the Prep and Senior Campus. The postholder will be based predominantly at the Senior Campus, on Middle Road and will also regularly spend time at the Prep School on Hindes Road.

The CAT team ensures that academic staff as well as staff from the Admissions, ICT & Data Management, Examinations, Finance, Wellbeing, Estates, pupils and parents are effectively supported throughout the School term. Team members work collaboratively answering general phone and email enquiries, respond to relevant day-to-day enquiries, regularly liaise with parents and pupils and ensure the School day runs smoothly and efficiently.

THE ROLE

This role is offered as a job-share arrangement, creating two separate Term-Time only part-time positions designed to work together to provide continuous support across the school day. The two postholders will work collaboratively and maintain effective handover between shifts to ensure continuity of service.

Given the nature of the role, a degree of reasonable flexibility and cooperation will be required. Postholders may, where operationally necessary and by prior agreement, provide cover for each other's shifts during periods of planned or unplanned absence. There may also be occasions where support is required to help cover other members of the CAT team at the Prep School.

Both positions are term-time only, and the following working patterns apply:
Morning Position: Monday to Friday, 08:00–13:00
Afternoon Position: Monday to Friday, 12:30–17:30

Primary Location: John Lyon Senior School, Middle Road, Harrow HA2 0HN

MAIN RESPONSIBILITIES

Reception & Front-of-House Services

- Provide a professional reception service to all users of the School.
- Greet and welcome visitors, manage sign-in procedures, issue appropriate visitor passes, and notify relevant staff using InVentry.
- Assist parents, pupils, and visitors with general enquiries in a courteous and efficient manner.
- Manage incoming calls to the main School number, filtering, forwarding or responding as appropriate.
- Maintain and monitor the general enquiries email inbox, responding directly or forwarding messages to the appropriate staff or departments.
- Oversee the Reception area, ensuring it remains tidy, organised, and aligned with the School's expectations of professionalism.

Safeguarding & Pupil Management

- Maintain accurate registration data on iSAMS (School Management System), including late arrivals, early departures, and required adjustments to pupil status.
- Act as a coordination point for missing pupils, working closely with the Attendance Officer and other CAT colleagues.
- Ensure strict adherence to safeguarding protocols, including challenging unidentified visitors and escalating concerns promptly to senior staff/colleagues.
- Ensure that all visitors understand safeguarding, security and emergency procedures when entering the School.

ADDITIONAL RESPONSIBILITIES

Administration and Communication

- Receive, sort, and distribute incoming mail and deliveries; notify staff of items awaiting collection.
- Manage lost property procedures.
- Update and maintain the School's staff directory and internal phone listings.
- Support CAT processes such as mailings, ParentPay administration, and general data tasks.
- Use iSAMS to input, update, and extract information as directed by the line manager.
- Use software packages such as Microsoft Office to produce correspondence, reports, and documents.
- Assist with centralised administrative tasks as required, demonstrating flexibility and teamwork.
- Build and maintain positive working relationships with a wide variety of internal and external stakeholders, ensuring excellent customer service for pupils, parents, staff and visitors.
- Support colleagues across the CAT, contributing proactively and collaboratively to the effective functioning of the team.

GENERAL DUTIES

- Safeguarding and Child Protection
 - Act in accordance with the School's Safeguarding and Child Protection Policy and keep up to date with statutory requirements and training.
 - Promote the welfare and safeguarding of all pupils at all times.
- Confidentiality and Data Protection
 - Handle sensitive information discreetly and in line with GDPR and School policies.
 - Maintain confidentiality regarding pupils, staff, parents, and governors at all times.
- Health, Safety and Wellbeing
 - Take reasonable care of your own health and safety and that of others.
 - Comply with School health and safety policies and report concerns appropriately.
- Professional Conduct
 - Maintain high standards of personal and professional behaviour, acting as an ambassador for the School.
 - Uphold and promote the ethos, aims and values of the School.
 - Foster positive working relationships with colleagues, parents, and external stakeholders.
- Flexibility
 - Undertake other duties that may reasonably be required by the Head or Senior Leadership Team.
 - Adapt to changing priorities and contribute to School life beyond the immediate role (e.g. assisting at School events).
- Professional Development
 - Take part in the School's performance management and appraisal processes.
 - Undertake relevant training as required to support the role and wider school needs.
- Equality, Diversity and Inclusion
 - Support the School's commitment to equal opportunities and inclusive practices.
 - Challenge inappropriate behaviour or discrimination in a professional manner.
- Team Contribution
 - Work collaboratively with colleagues across departments.
 - Contribute ideas and feedback to improve processes and support the smooth running of the School.

It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted if this is necessary.

PERSON SPECIFICATION

Qualifications & Knowledge	ESSENTIAL	DESIRABLE
Good level of general education (minimum GCSEs including English and Maths, or equivalent)	X	
Strong knowledge of administrative practices and School office systems including iSAMs, InVentry, ParentPay		X
Understanding of safeguarding principles and the need for confidentiality	X	
Familiarity with statutory requirements relating to schools		X
Skills & Abilities	ESSENTIAL	DESIRABLE
Excellent organisational and time-management skills, able to prioritise competing demands	X	
High level of accuracy and attention to detail	X	
Strong IT skills (Microsoft Office, especially Excel, Outlook, Word, plus Management Information Systems)	X	
Skilled in managing electronic records and producing accurate reports	X	
Ability to draft and proofread correspondence to a professional standard	X	
Confident in diary management and scheduling across multiple stakeholders	X	
Effective communication skills, both written and verbal, with a professional telephone manner	X	
Ability to handle confidential information with discretion and integrity	X	
Strong interpersonal skills – able to build good relationships with staff, parents, governors, and external partners	X	

The post holder's responsibility is to promote and safeguard the welfare of children and young persons for whom they are responsible, or with whom they come into contact, and to adhere to and ensure compliance with the School's Safeguarding and Child Protection Policy Statement at all times. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of pupils in the School they must report any concerns to the School's Designated Safeguarding Lead.



John Lyon School

Senior School, Middle Road, Harrow-on-the-Hill,
London, HA2 0HN
020 8515 9400

John Lyon School

Nursery & Prep School, Hinds Road, Harrow,
London, HA1 0RX
020 8515 9500