



Valentines High School

A career with passion,
heart and soul

#myvalentinescareer

Receptionist / Office Co-ordinator Candidate Information Pack



“Staff feel incredibly valued and well supported, and the majority are proud to work at the school.

They are confident that leaders manage workload fairly”

OFSTED 2026





In Harmony – Achieving Excellence

We have an exciting opportunity to appoint a Receptionist / Office Co-ordinator who will provide essential administrative support and ensure the smooth operation of our school office.

Valentines High School is a highly successful mixed comprehensive school, holding Leading-Edge status. In March 2026, Ofsted recognised our school as excellent, with the majority of aspects being identified as **exceptional**. Public examination results are excellent. Valentines is renowned for its high standards of pupil behaviour and its orderly learning environment. The school is centrally located in the London Borough of Redbridge, with excellent transport links to both central and outer London.

We are seeking to appoint an exceptional Receptionist / Office Co-ordinator who will be the first point of contact for visitors, parents and students.

We are looking for an excellent communicator with outstanding organisational skills who will be able to work within a busy front office. The successful candidate must be able to prioritise competing demands and remain calm under pressure.

This is a rewarding opportunity for someone who enjoys working with people, thrives in a fast-paced environment and is passionate about contributing to a welcoming, safe and inclusive school

The school provides a supportive environment along with excellent professional development opportunities.

Closing date: Monday 7th September 2026, 9:00am

Job Description

Job title: Receptionist / Office Co-ordinator

Grade: LBR4 Starting salary £26,903 per annum based on 37.5 hours per week, term time only

Reports to: Headteacher's PA / Office Manager

Working Hours: Monday - Friday: 8:00am to 4:00pm (Term Time only)

Job Purpose

To greet all visitors to the school professionally and provide outstanding customer service.

To provide professional Administrative support.

Key Purpose

- Open the main office each morning at 8:00am promptly.
- Serve as the primary point of contact for all inquiries, providing outstanding customer service to students, staff, and visitors.
- Manage the school's main telephone system, including message handling, call transfers, and communication with parents and external agencies as necessary.
- Coordinate the on-call service for attendance and missing students, including vulnerable and safeguarding concerns.
- Maintain the visitor's diary and oversee the booking of car parking spaces.
- Log students leaving early for appointments. Upload evidence to SIMS.
- Maintain the schools Inventory system ensuring all staff, students and visitors are provided with the appropriate visitor lanyards and all safeguarding checks are undertaken
- Assigning all new staff onto the fire evacuation system
- Updating all staff trays both in the staff room and main office
- Ordering for and maintaining the main office stationary cupboard
- Be proficient in the use of Microsoft office
- Manage and send messages/letters emails to parents via Groupcall
- Production of isolation letters and keeping records for SLT
- Have a valid up to date first aid certificate
- Collating House Achievement Points from SIMS and sending updates to Head of House and parents.
- Helping once a week with data as required by ABA
- Arrangements for all pupil vaccinations, liaising with school Nurse and making arrangements for the smooth running of the day, including sending out and collection of all consent forms
- Produce end-of-term rota and other administrative documents as required.
- Provide administrative support to senior leadership, including induction packs and pupil references.
- Any other additional duties as required as directed by the Headteacher and Headteacher's PA/Officer Manager

This job description will be reviewed on an annual basis and, following consultation with the post holder, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

Person Specification

Assessment Criteria	Essential		Evidence Interview (I) Application (A) Reference (R)
Qualifications & Experience			
GCSE Grade 4/C or above (or equivalent) in English and Mathematics.	*		A / I / R
Experience of working in a busy reception, customer service or administrative environment.	*		A / I / R
Experience of dealing professionally with members of the public, including handling telephone and face-to-face enquiries.	*		A / I / R
Experience of using Microsoft Office applications, including Word, Excel and Outlook.	*		A / I / R
Experience of managing competing priorities and working to deadlines.	*		A / I
Experience of working within a secondary school or educational setting.		*	A / I
Experience of using school management information systems (e.g. SIMS)		*	A / I / R
First Aid at Work qualification or willingness to undertake training.		*	A / I
Understanding of the importance of confidentiality and data protection (GDPR).	*		A / I / R
Understanding of safeguarding and child protection principles and the importance of following school procedures.	*		A / I / R
Skills & Abilities			
Excellent verbal and written communication skills.	*		A / I / R
Outstanding interpersonal skills with the ability to build positive relationships with pupils, parents, visitors and colleagues.	*		A / I / R
Excellent organisational and time management skills.	*		A / I / R
Ability to work in a busy reception area calmly and professionally.	*		A / I / R
Strong administrative skills with a high level of accuracy and attention to detail.	*		A / I / R
Confident IT skills and ability to learn new systems quickly.	*		A / I / R
Ability to work independently using initiative while also contributing effectively as part of a team.	*		A / I / R
Ability to deal sensitively with confidential and sometimes challenging situations.	*		A / I / R
Excellent telephone manner and professional presentation.	*		A / I / R
Ability to maintain accurate records and filing systems.	*		A / I / R

The School Main office

The Main Office is the central hub of the school and plays a vital role in ensuring the smooth and efficient day-to-day running of the school.

It is a busy, fast-paced environment where a high standard of professionalism, organisation and teamwork is essential at all times.

The team is made up of a range of experienced and dedicated staff who work closely together to support pupils, parents, staff and visitors. The team includes the Headteacher's PA / Office Manager, Deputy Office Manager (who also oversees SIMS cover management and transition support), and the Receptionist.

In addition, the wider office team includes the Attendance Officer, Student Receptionist and Reprographics Technician.

Each member of the team has specific responsibilities, but all work collaboratively to ensure that the school operates effectively. The team works flexibly, supporting one another during busy periods and ensuring that all tasks are completed efficiently and to a high standard.

Together, the Main office team ensures that the school runs smoothly, providing a professional and welcoming service that supports both learning and the wider school community.

We are committed to continually strengthening and developing safeguarding practices across the school

Valentines High School Values & Ethos

- To play a full part in the life of the school community, to support its distinctive mission and ethos and where applicable encourage and ensure staff and students to follow this example.
- Support the school in meeting its legal requirements for collective worship.
- Promote actively the school's corporate policies.
- Comply with the school's health and safety policy and undertake risk assessments as appropriate.





“Leaders are approachable and responsive to staff concerns, which contributes to a positive and collaborative working culture.”

OFSTED 2026



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