



THE ROLE

The overall purpose of the role is to provide a high standard of reception and administrative support, ensuring the smooth and efficient day-to-day operation of the Prep School. The role requires effective communication with staff, parents, and external providers, delivering a professional and welcoming service at all times.

Reports to: Head's PA

Frequent working contact with: Senior Team, Parents, Students, Staff

Overall purpose of the role

This job involves working closely with the Head of the Prep School, staff, pupils, parents and prospective parents and visitors to the Prep School. You will be required to be able to develop warm professional relationships with all.

This position involves contact with children and will amount to regulated activity as defined by Keeping Children Safe In Education (KCSIE) for safeguarding children and safer recruitment.

RESPONSIBILITIES

Key responsibilities and accountabilities

- Greeting visitors in a friendly, professional manner and directing them to the correct person or department. Dealing with queries as appropriate. Monitoring attendance registers. Ensuring all registers are completed accurately twice daily with no omissions in line with national, legal requirements. Follow up any unexplained absences. Prepare daily report for relevant members of staff. Keep staff informed of any absences. Authorise and input any future absences under guidance from Head of Prep.
- Answering e-mail and telephone queries.
- Maintaining security by following procedures and ensuring visitors sign into Inventory, check ID and are issued with a visitor security badge. Monitoring and opening entrance doors. Escorting visitors round the building.
- Filing, dealing with the post and deliveries and general administration including typing.
- Administration tasks related to wrap around care and booking of coaches.
- Covering emergency medical needs in the absence of the School Nurse on an occasional basis.
- Assisting with pupil welfare matters, including contacting parents and staff where necessary.
- Providing clerical support to the Head's PA. This will include photocopying, letter writing, emailing and answering routine correspondence.
- Maintaining computerised and manual records.
- Assisting at school events e.g. parents' evenings, open days.
- Working positively and constructively as a member of the team.
- Following school policies.
- Participating in INSET where required and taking part in the professional development programme.
- Being part of the school's performance management programme.

Professional Development

- Participate in training and undertake any performance development activities as required for the position.

Additional Information

- Support for the School's mission, vision and values and strategic direction
- Participate actively in the wider aspects of school life

In addition to the above, the post holder will carry out any other professional duties as reasonably required by the Head of Prep.

The High School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

PERSON SPECIFICATION

STAHS is a vibrant school supported by a diverse and enthusiastic community of staff, pupils, parents and alumni. It is important that our staff reflect the diversity of our community, and we therefore welcome and encourage applications from people of all genders and sexual orientation, those from Black, Asian and other minority ethnic backgrounds, and those with disabilities.

The successful candidate will be required to fulfil all of the duties, as outlined in the job description. In addition to this, the candidate should possess the following competencies which are essential to this position;

QUALIFICATIONS & EXPERIENCE

- Understanding and knowledge of the Independent school sector would be desirable
- Prior experience of working in a customer facing role
- Previous experience in a similar role useful but not essential

SKILLS & KNOWLEDGE

- Attains and maintains appropriate skills and professional knowledge/accreditations required for the role
- Ability to manage expectations clearly by monitoring own progress against objectives and planning to ensure delivery
- Ability to Identify common problems or weaknesses in policy, procedure or protocol that affects service, and escalates these or puts in place solutions
- Ability to think through wider consequences of own actions when assessing multiple demands and completing priorities

PERSONAL QUALITIES

- Warm, welcoming, and professional, behaving with discretion, integrity, honesty and always acting with due consideration of others within the STAHS community.
- Responds effectively to emergencies or last-minute demands on time. Flexible, in approach when dealing with changing situation or priorities
- Team worker, appreciates contribution of colleagues
- Takes personal accountability and ownership for their work, decisions and actions and demonstrates commitment to accomplish work efficiently and to the required standard
- Willing to take on extra responsibility/use initiative to overcome obstacles and ensure timely delivery of service

PHILOSOPHY & ETHOS

- A commitment to safeguarding and promoting the welfare of children and young people and to follow the child protection procedures detailed in the School's safeguarding policy.
- Ability to form and maintain appropriate relationships and personal boundaries with children
- Contribute positively to the overall ethos, objectives and aims of the School

HEALTH & SAFETY

- Support Health and Safety training initiatives and to actively participate in them