

Job description: Education Support Co-ordinator and Receptionist

Job title: Education Support Co-ordinator and Receptionist

Salary: E1 – E4 MKCC Salary Scale Point

Hours: 37 Hours per week, term time only

Contract type: Permanent

Reporting to: Headteacher / Business Manager

Main purpose

You will be part of our school Administration team, providing effective, professional and positive communication for all visitors and callers as well as administrative services. You will be in charge of the reception area at our post-16 unit near to the main site, providing day-to-day administration assistance to the teaching staff. You will play an important role within this enthusiastic, supportive and professional team.

Main Duties & Responsibilities

- To represent the school effectively and provide positive customer service in relation to requests or advice from parents and carers, colleagues, outside agencies and members of the public.
- Act as front of house staff and provide a professional service to all school users and ensure security and safeguarding protocols are communicated to and understood by all visitors to the school.
- Receive all visitors to school in an appropriate manner in accordance with school procedures, deal with people sensitively and professionally and observe confidentiality at all times.
- Respond to school security systems, electronic gate and main door for visitors, ensuring all sign in in accordance with the school's policies and procedures.
- Undertake general clerical/administrative duties, which include generating letters and reports, responding to emails etc.
- Liaise with parents/carers and outside professional agencies by letter, email or verbally.
- Open and distribute incoming post and record outgoing post
- Receive and sign for deliveries, checking orders against purchase orders and distributing to classes.
- Scan student information and save it electronically, ensuring all relevant parties have seen the information.
- Take responsibility for attendance and dinner registers.
- Responsibility for e-communications with Parents/Carers using School Gateway, emails etc.

- Contact parents to follow up pupil absence, as required, and record absence data on the school system.
- Support teachers with the administration of Education, Health and Care Plans where necessary, and arranging of EHCP meeting dates.
- Coordinate first aiders qualifications, notifying Business Manager when a certificates due to be refreshed and booking courses.
- Support the Main Site Reception if required.
- Monitoring of meal payments, sending out reminders to Parents/Carers or staff as necessary.
- Attend INSET Days and other training events supporting CPD.
- Maintain confidentiality at all times and to observe data protection guidelines.
- Comply with safeguarding/health and safety/security/confidentiality/data protection/equal opportunities.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the role requires. The postholder may be required to do other duties appropriate to the level of the role.

Person specification

CRITERIA	QUALITIES
Qualifications and training	<ul style="list-style-type: none"> • Willingness to undertake induction training • Good numeracy and literacy skills: GCSE (or equivalent) Maths and English
Experience	<ul style="list-style-type: none"> • Relevant experience desirable • Carrying out a wide range of administrative tasks. • Experience of working in a school or similar environment. • Interpreting written instructions/manuals to carry out processes and procedures without regular supervision. • Experience of working with a variety of IT systems including word processing, spreadsheet and databases. • Handling information in accordance with the Data Protection principles. • Dealing with confidential and sensitive information
Skills, knowledge and Personal qualities	<ol style="list-style-type: none"> 1. Ensure effective communication within a professional setting 2. Ability to both follow and give direction 3. To work on own initiative when appropriate 4. Prioritise own workload alongside the wider priorities of the school team 5. Be pro-active in own professional development 6. Be flexible to meet with differing requirements of the school or any unexpected challenges 7. Enjoy working as part of a team and alongside other teams within school 8. To uphold the school's positive reputation and to remain professional at all times 9. Commitment to promoting the ethos and values of the school 10. Commitment to maintaining confidentiality at all times 11. Commitment to safeguarding and equality, ensuring that personal beliefs are not expressed in ways that exploit the position

Notes:

This job description may be amended at any time in consultation with the postholder.

January 2026