



MOUNT STEWART FEDERATION
Headteacher: Mrs S Newing
Carlisle Gardens, Harrow HA3 0JX
T: 020 8907 5113
E: admin@tmss.org.uk



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Chrysalis
Multi Academy Trust

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Job Description

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Administrative Assistant – Welfare, Reception & Attendance

Salary: NJC Scale 2, Points 03–04 (dependent on experience)

Hours: 35 hours per week, Monday to Friday, Term Time Only plus 5 INSET days

Contract: Permanent

Location: Mount Stewart Schools Federation, Kenton, London Borough of Brent

Responsible to: School Operations Manager

Start Date: 1st September 2026 (or as soon as possible thereafter)

Job Purpose

To provide a professional, welcoming and efficient front-of-house reception service whilst delivering high-quality administrative support to the school. Following a structured induction and training programme, the postholder will develop responsibility for supporting pupil welfare and attendance processes, contributing to the school's commitment to safeguarding, pupil wellbeing and excellent attendance.

The Administrative Assistant will play a key role in ensuring the smooth day-to-day operation of the school office and will act as an ambassador for Mount Stewart Schools Federation when communicating with pupils, parents, staff, visitors and external agencies.

Key Responsibilities

Reception and Customer Service

- Act as the first point of contact for visitors, parents, pupils and external agencies.
- Provide a professional, friendly and welcoming reception service.
- Answer and direct telephone calls appropriately, taking accurate messages when required.
- Respond to routine enquiries from parents, staff and visitors in a timely and professional manner.
- Manage visitor signing-in procedures and ensure safeguarding and security protocols are followed.
- Receive and distribute post, deliveries and correspondence.
- Maintain the presentation and organisation of the reception area.

Administrative Support

- Provide general administrative support to the school office and wider school team.
- Maintain accurate records and filing systems, both electronic and paper-based.
- Prepare letters, reports, forms and other documentation as required.
- Support data entry and update school information systems accurately.
- Assist with the organisation of meetings, events and school activities.
- Undertake photocopying, scanning and other administrative duties as required.

Welfare Support

Following training and induction:

- Support the Welfare Officer in the delivery of effective welfare and first aid provision.
- Assist with maintaining pupil welfare records and documentation.
- Support communication with parents regarding pupil welfare matters.

- Ensure all welfare information is recorded accurately and confidentially.
- Contribute to safeguarding procedures in accordance with school policies and statutory guidance.

Attendance Administration

Following training and induction:

- Administer and maintain pupil attendance records using the school's management information systems.
- Monitor attendance data and identify areas of concern.
- Produce attendance reports for school leaders and external agencies.
- Prepare attendance letters, notifications and related documentation.
- Support attendance meetings with parents and carers.
- Work closely with the Educational Welfare Officer (EWO) to promote and improve pupil attendance.
- Assist with the administration of Penalty Notices and other attendance-related procedures where appropriate.
- Maintain accurate and confidential pupil attendance records.

General Duties

- Promote and uphold the values, ethos and vision of Mount Stewart Schools Federation.
- Maintain confidentiality at all times.
- Participate in training and professional development opportunities.
- Attend relevant meetings and training sessions.
- Carry out any other duties commensurate with the grade and responsibilities of the post.

Person Specification

Essential Criteria

Qualifications

- Good standard of general education, including GCSE Grade C/4 or above (or equivalent) in English and Mathematics.

Experience

- Experience of working in an administrative or customer service environment.
- Experience of handling sensitive or confidential information.
- Experience of dealing with members of the public in a professional manner.

Skills and Knowledge

- Excellent organisational and administrative skills.
- Strong verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Good ICT skills, including Microsoft Office applications.
- Ability to prioritise workloads and work effectively under pressure.
- Excellent attention to detail and accuracy.
- Ability to work independently and as part of a team.
- Ability to maintain confidentiality and professional boundaries.

Personal Qualities

- Friendly, approachable and professional manner.
- Calm and resilient when managing competing demands.
- Flexible and willing to learn new systems and responsibilities.

- Commitment to supporting children, families and colleagues.
- Ability to establish positive relationships with a wide range of stakeholders.

Desirable Criteria

- Previous experience working within a school or educational setting.
- Knowledge of school management information systems.
- Experience of attendance administration.
- Experience of welfare or pupil support administration.
- Understanding of safeguarding responsibilities within schools.

Safeguarding Responsibilities

The postholder is required to:

- Safeguard and promote the welfare of children and young people.
- Follow all school safeguarding, child protection and health and safety policies and procedures.
- Report any safeguarding concerns immediately in accordance with school procedures.
- Participate in safeguarding training as required.

Mount Stewart Schools Federation is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. The successful applicant will be subject to an enhanced DBS check, online searches and satisfactory references.

Our Values

The postholder will support and actively promote the school's vision:

"Empowering Excellence, Inspiring Leaders."

They will be expected to contribute positively to the inclusive, ambitious and supportive culture of Mount Stewart Schools Federation and the Chrysalis Multi-Academy Trust.