

JOB DESCRIPTION

Reception / Administration Assistant – Maternity Cover 21.5 hrs

Core Purpose

Under the direction of the Communications Manager, support the smooth running of the school office through the provision of efficient reception, administrative and clerical systems and procedures. To provide a quality service that supports the activities of the school.

Main Duties and Responsibilities

Reception/Telephone:

- To provide a warm welcome and present a positive image of the school to all staff, parents and visitors both internally and externally
- To use own initiative to deal with all enquiries received through a variety of media including face-to-face, email and telephone
- To ensure the school's security procedures are adhered to and that all visitors are signed in and out
- To initially handle complaints, ensuring that they are dealt with tactfully, attempting to resolve minor matters and ensuring that more serious matters are referred to the appropriate member of staff in a timely manner
- To take and relay messages relating to pupils and other school business
- To keep the reception area tidy and well organised
- To contact parents and relevant authorities in emergency situations
- To foster good relationships with colleagues and other stakeholders by appropriate interaction
- To keep the internal telephone directory up to date

Administrative and Clerical:

- To keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- To operate and maintain the Bromcom pupil information system and the attendance module to operator level
- To produce basic reports using Bromcom
- To help keep staff and pupil photographs up-to-date in Bromcom
- To assist in producing the daily registers for pupils and assist with fire safety routines
- To type or otherwise prepare, print, duplicate and distribute letters and documents on behalf of other school staff
- To operate and maintain the parent communications system to communicate with parents via email and text
- To be responsible for the daily post; incoming to be dealt with or distributed to appropriate staff; outgoing to be posted via Royal Mail as required
- To be responsible for the "office@" e-mail account, forwarding messages using own initiative and following instructions and procedures provided by the Communications Manager
- To maintain and update confidential and general filing systems including manual pupil records as required



General

- To carry out all duties with due regard to the rights respecting values and ethos of the school.
 - To be aware of, read, understand and comply with all federation policies and procedures, especially those relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
 - To ensure compliance in safeguarding and promoting the welfare of children
 - To ensure compliance with all responsibilities as laid out in the federation's equal opportunity policy and take an active role in promoting equality and diversity
 - To cover for and support existing administration staff in order to manage the varying demands and deadlines within the school office.
 - To undertake regular training and professional development relevant to the duties and responsibilities outlined in this job description
 - To carry out any other duties and administration as reasonably requested by the Headteacher/Communications Manager to support the functions of the school.
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Please note that the above is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. It is not a comprehensive list of all tasks that the post holder will carry out.

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

Last reviewed: March 2026

Headteacher / Line manager's signature: _____

Date: _____

Post holder's signature: _____

Date: _____