



Job description Receptionist / Administrator

Responsible to: School Business Manager

Liaising with: Relevant staff with cross-school responsibilities, e.g. learning support staff, teachers within the department and the faculty, form tutors, Heads of Year, Director of Learning and SLT.

Hours: 37 hours per week term time only, plus 3 inset days (part time hours considered)

Main purpose

To act as the first point of contact for students, parents, and visitors, providing a friendly, efficient, and welcoming service on both Main Reception and Student Reception that reflects the school's values. Support the creation of a positive, organised, and accessible environment for all. Provide clerical and administrative support to the school as directed by senior staff.

Key responsibilities

1. Act as the first point of contact for students, parents, and visitors, managing reception and enquiries professionally.
2. Manage visitor sign-in procedures, lanyards, and ensure safeguarding protocols are followed.
3. Build supportive relationships with students needing assistance and respond appropriately.
4. Record late marks and liaise with the Attendance Administrator as needed.
5. Provide first aid and manage follow-up communication with parents and SLT; maintain medical logs and medication records.
6. Oversee lost property and the uniform store; manage student iPad loans and support PE fixture communication.
7. Coordinate room bookings and maintain meeting room standards.
8. Support student travel plans and respond to parent enquiries regarding transport.
9. Provide general admin support including word processing, data entry, producing reports, and briefing notes.
10. Maintain manual and computerised records and manage the shared admin inbox with colleagues.
11. Support Student Ambassadors and assist with appointment cards and daily student communications

Individuals in this role may also undertake some or all of the following:

1. Open, sort and distribute incoming mail and post outgoing mail. To sort the admin email account, forwarding emails to relevant staff.
2. Assist with arrangements for visits, for example by school nurse, photographer.
3. Ensure collection of attendance registers/ensure attendance is completed in the MIS system for all classes. Contact children's parents/carers for absent children.
4. To receive deliveries, check and arrange orderly and secure storage of supplies.

5. Occasionally handle cash e.g., for school visits, dinner money.
6. Respond to daily ad hoc requests from the whole community - working as a team with prioritising and responding accordingly
7. Provide general clerical support including clerical processes, word processing, IT based tasks requiring knowledge of various ICT packages and operation of office equipment.

Job Context

- The school has a team of administrative staff who provide the full range of reception and administrative functions.
- Makes decisions about own administrative work. Follows daily and weekly routines with some monthly and annual tasks such as returns. Shared with senior colleagues for sign off.
- Communicates with other school staff and teachers, senior leadership team, pupils, parents/ carers, suppliers, visitors.

Knowledge, Skills & Abilities

- Requires knowledge of a range of administrative support tasks and office and related school procedures and systems equivalent to national qualifications level 2.
- Problems are normally routine requiring straightforward solutions; more difficult problems are referred to others.
- Communicates with other school staff and teachers, senior leadership team, pupils, parents/ carers, suppliers, visitors.
- Standard keyboard skills, use of office equipment.
- Present a courteous and friendly manner to all visitors to the school, having due regard to 'customer service best practice' attributes
- Maintain the appropriate knowledge of first aid - training will be provided

Supervision

- Follows instructions or set routines.
- Makes decisions about own administrative work. Decision-making is short term; more complex decisions are referred to senior staff.
- The post holder will have no supervision responsibilities of other staff.
- May demonstrate administrative duties to new or less experienced staff.

Problems, Demands & Decisions

- First point of contact dealing with students. Problems are normally routine requiring straightforward solutions; more difficult problems are referred to others.
- Concentration for undertaking administrative tasks.
- Exposure to emotionally demanding situations is infrequent.
- Contact with pupils, parents and carers and outside agencies entering the office and may assist with the welfare and care of sick pupils.

Dimensions

- May handle small amounts of cash.
- Responsible for the maintenance and updating of records; may select, order and store supplies within a limited range
- No overall budget responsibility.

Physical Effort

- Requires normal physical effort, with a mixture of sitting, walking and carrying minor loads.

Working Environment

- Work is normally carried out in an office environment.

This Job Description is subject to periodic review and amendment. Townsend Church of England School is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Receptionist / Administrator Person Specification

We are looking for a candidate who is able to demonstrate the following essential or desirable requirements.

Qualifications	Essential	Desirable
Educated to GCSE standard (at least grade C in English, Maths and Science or equivalent) or relevant industry experience.	✓	
Word Processing qualifications at intermediate level (or equivalent)		✓
A standard of written and spoken English that supports students' learning.	✓	
Willingness to undertake further training relevant to the post.	✓	
Knowledge and Experience		
Relevant experience of administrative tasks.	✓	
Confident use and experienced in use of Microsoft Office products: Word, Excel, Outlook and Access.	✓	
At least one year's relevant experience in an office environment.	✓	
Previous experience in a school office environment.		✓
Experience of working with Arbor (School MIS)		✓
Skills and Abilities		
High level communication skills in writing and on the telephone.	✓	
Excellent interpersonal skills: ability to relate well to people on all levels and work well within a team.	✓	
Ability to work to tight deadlines and on own initiative.	✓	
Ability to maintain data protection and confidentiality.	✓	
Ability to manage time effectively.	✓	
Committed to safeguarding and promoting the welfare of young people.	✓	
Personal Qualities		
An interest in the education sector.	✓	
Willing to be flexible and pragmatic when things change - 'can do' attitude.	✓	
A supportive and empathetic approach to students.	✓	

Flexible approach to work including occasional flexibility in working hours.		✓
Commitment to continuous improvement and willingness to learn from experience and practice in this school and others.		✓
Support the schools' vision, Christian Ethos and values that are embedded in the day-to-day and long-term running of the school.	✓	

Signed:	
Date:	