

# Norwich School

## Receptionist & Attendance Officer – Lower School

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### JOB DESCRIPTION

**Job Title:** Receptionist & Attendance Officer – Lower School

**Reports to:** Head of Lower School

#### Responsibilities

- To provide a polite, efficient and helpful reception service, keeping the reception area and waiting room clean and tidy at all times.
- To welcome visitors, issue visitors' badges and safeguarding information and advise the staff member concerned of their arrival in accordance with the Visitor Policy.
- Answering the telephone, forwarding calls, dealing with queries or taking and passing on messages as appropriate, including monitoring the reception email inbox.
- Signing for and logging any deliveries or arranging for deliveries to another part of the school site as and when required.
- Co-ordinating internal and external incoming/outgoing mail as and when required.
- To provide refreshments for visiting parents when required
- Be responsible for recording pupil attendance by maintaining the School Register, following up on absences and daily list of pupil after school whereabouts
- Send round daily messages sheet
- Assist with sorting out lost property
- Be part of the rota to assist with first aid cover (training will be provided) in the absence of the Health & Welfare Officer
- Act as a key point of contact in the case of emergency, including incidents of fire.
- Assist with reporting faults and repairs to the Estates team

#### Safeguarding

- The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment
- Understand and implement the Child Protection Policies of the school and attend related training.
- Promote and safeguard the welfare of children and young people and ensure that all staff and volunteers share this commitment.

#### Other

- Participate in training and other learning activities as required; and in the Performance Appraisal and Development Review process.
- Undertake other similar duties and activities that fall within the band and role; and any other duties as may be reasonably required by the Head of Lower School

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### PERSON SPECIFICATION

	Essential	Desirable
<b>Experience and Qualifications</b>		
Experience of maintaining and developing electronic and manual records and data	X	
Good working knowledge of iSAMS (the school's Management Information System)		X
<b>Skills and competencies</b>		
Excellent communication and interpersonal skills	X	
Excellent administrative and organisational skills	X	
Maintain confidentiality	X	
Strong customer focus	X	
Good IT Skills (MS Outlook, Word, Excel)	X	
Effective time management skills and the ability to balance competing priorities and achieve deadlines	X	
<b>Personal Qualities</b>		
Understand and comply with Child Protection procedures	X	
Positive, proactive, helpful, professional and enthusiastic in attitude	X	
Ability to work on own initiative and deliver a high level of service without requiring precise direction at every stage	X	
Ability to exercise judgement and know when to seek advice	X	
Attention to detail	X	
Ability to work with a wide range of people: staff, parents, pupils and visitors	X	
Smartly dressed and well presented	X	
Ability to display a calm, tactful and responsible attitude	X	
Ability to work both independently and as part of a team, working co-operatively and sensitively with others	X	
Flexible approach and the ability to adapt to changes in working methods and approaches	X	
Willingness to participate enthusiastically in all aspects of school life	X	

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### SALARY AND BENEFITS

#### **Salary and Working Pattern**

This is a part time, fixed term post, for one year, starting in September 2026. The hours of work will be 15 hours per week, over two days per week, typically 8am to 4:30pm, during term time only, which is 34 weeks per annum. The salary for this post is £8,307 per annum.

Flexibility in working hours and pattern is required to meet the changing needs of the school. The successful candidate will also be expected to attend staff training days.

#### **Pension**

Subject to meeting the qualifying conditions, support staff are eligible for the Aegon pension scheme. The school will contribute 8% if the staff contributes a minimum of 4% of their salary into the scheme. Please note that this is a defined-contribution pension scheme.

#### **Healthcare**

Staff may benefit from a heavily subsidised private healthcare plan. To join, a full-time member of staff has to contribute £100 per annum. The spouse and dependent children may also join the scheme at the prevailing corporate rate.

#### **Lunch**

Staff may enjoy a complimentary lunch in the school's Refectory during term-time.

#### **Salary Sacrifice Schemes**

Norwich School offers the Cycle to Work.

NOTE: Please note that Norwich School is located in the centre of Norwich with very limited parking. The successful candidate may apply for a parking space but success will be dependent on availability and on meeting the school's criteria for awarding parking spaces. However, the school is well served by public transport systems. Bus stops are located just outside the Cathedral gates and there are frequent services for the various Park 'n' Ride car parks as well as for other parts of the city and county. The Norwich mainline train station is only 5-10 minutes' walk from the school.