Felsted

FELSTED SCHOOL JOB DESCRIPTION
Front of House - Senior School

The Role
Accountable to: Senior Deputy Head and HMPA
Member of the Admin Hub

You will be the initial point of contact at the Senior School, providing a friendly and professional welcome to all. In addition, you will also work closely with teaching staff, provide general, routine administrative support and ensure compliance with regulations regarding following up pupil absences. While the main purpose of this role is administrative and Front of House support to the Senior School, the post holder will from time to time carry out administrative work in support of other areas of the school, as and when directed by the Senior Deputy Head / HMPA.

Role Responsibilities (illustrative, not exhaustive, list):

Pupil administration

- Managing student daily absences and chasing to ensure that registers are up to date and accurately coded within an agreed time frame. This includes daily liaison with HMs and following up regarding those who have not registered and acting on HMs' instructions (i.e. N codes updated by 10am)
- Maintaining travel system arrangements for international pupils, including organising taxi transfer to airports and other destinations before and after school holidays when requested
- Ensuring all pupil data is accurate and up to date on iSAMS and any other relevant databases
- Managing parent administrative responses

Reception & Administrative support

- To ensure initial contact with the School is professional and welcoming, and an excellent first impression for every visitor or enquiry
- To answer telephone calls, take messages and respond to enquiries promptly and efficiently
- Where necessary, to find out relevant information and call customers back
- Signing all visitors in and out of the school using Custr
- Arranging guest wifi passes
- To direct and/or arrange for the escort of visitors to appropriate parts of the School
- General administrative work such as photocopying, binding, laminating
- Issuing standard letters
- Updating the Common Room pigeonhole room annually

- Updating any display material on the notice board
- Writing and distributing the CR Briefing notes
- Ordering any stationery or refreshments for reception
- Completing the ISC and DFE census annually
- Producing the car parking passes to new staff
- Issuing reminder emails to staff regarding mandatory training (data protection, safeguarding and allergy)
- To provide support to HMPA as needed

Skills, Knowledge and Experience

Essential:

1. Previous experience within a busy reception/secretarial/administration role
2. Good level of education (A*-C grade GCSEs in Maths and English, or hold an equivalent qualification)
3. Positive 'can-do' attitude towards providing excellent customer service
4. Excellent written and verbal communication skills
5. Strong accuracy and attention to detail
6. Ability to be organised to manage own workload
7. Ability to remain calm, professional and flexible within a busy environment
8. Understand the importance of data protection and confidentiality, maintaining integrity and confidentiality at all times
9. Excellent ICT knowledge and experience of using the Microsoft Office and Google Suite

Desirable:

10. Relevant professional qualification
11. Previous experience of working in an educational environment

Reward and Recognition

- Employer and employee contributory Pension scheme (matched contribution at 4%)
- Free life insurance scheme
- Free lunch on full days worked
- Free membership of the Felsted Gym and pool facilities
- Free parking
- Membership availability to the Schools' Healthcare Scheme via BUPA
- Free membership to Felsted Connect (discounts and savings online & instore)
- Subsidised on-site Coffee Shop

Terms of employment

- Permanent
- Term-time plus two weeks (36 weeks per year)
- Location of work will be Felsted School, Felsted, Essex, CM6 3LL
- Either full-time or job share arrangement (see advert for details)
- £15.07 per hour (£13.44 per hour plus £1.63 per hour holiday pay)

Felsted is committed to equal opportunities and maintaining a safe and secure environment for all pupils and a 'culture of vigilance' to safeguard and protect all in its care, and to all aspects of its 'Safeguarding (Child Protection and Staff Behaviour) Policy'. Please note, it is an offence to apply for this position if barred from engaging in regulated activity relevant to children. All employees are subject to pre-employment checks including a Disclosure and Barring Service check.

Signed: _____ Date: _____