



Sutton Coldfield Grammar School for Girls

Application Pack for Front Office Administrator (2 Vacancies)

Start date: **June 2026**

Closing date for applications: **9.00 am on Monday 18th May 2026**

Interviews to be held: **Thursday 21st May 2026**

Permanent Post, 37.5 hours per week, term-time only
8am to 4pm or 8.30am to 4.30pm, Monday to Friday

Full time equivalent salary range: £25,989 - £28,598

Actual salary range: £23,448 - £26,399

(dependent on skills and experience)

Jockey Road, Sutton Coldfield, West Midlands, B73 5PT

Tel: 0121 354 1479 | email: recruitment@suttcold.bham.sch.uk

x.com/suttcold | facebook.com/suttcold | www.suttcold.bham.sch.uk

Dear colleague,

Thank you for your interest in our vacancy for a Front Office Administrator. We are seeking two experienced and efficient team players to join us and assist in the day to day running of our busy, friendly main school office, following the retirement of a member of the team after 17 years' dedicated service to the school. The successful applicants will play a vital role in ensuring the office and reception area operate efficiently, and consistently provide a calm, welcoming and professional environment for students, staff and visitors. The roles are term time only, working 8 am to 4 pm or 8.30 am to 4.30 pm Monday to Friday. We are keen to recruit the most suitable candidate(s) for the role and welcome applications for a job share providing the core hours can be covered.

Ranked as one of the top 50 best state secondary school nationally by the most recent Sunday Times Parent Power Survey, we take pride in offering students an inspirational environment. We provide high quality teaching and learning, strong pastoral support and a wide range of extra-curricular opportunities within a caring environment that values character development and wellbeing.

Our students are highly motivated, have a thirst for knowledge and a desire to learn. Whilst we have a long history of excellent GCSE and A-level results, we provide students with so much more than mastery of examination syllabuses; we have a wide ranging and developing super-curricular offer. Our vision is for all students to have a love of learning, a positive and resilient approach with a strong sense of community. Every individual will be encouraged to be aspirational, prepared for their future and inspired to make a difference.

Our culture is one which celebrates the diversity of the school's intake and through the assembly, tutor time and Personal Development programme we build an understanding, kind and respectful ethos. Our wide variety of extra-curricular activities enable students to develop their existing skills, discover new ones and broaden their horizons. There are numerous opportunities including sport, music, drama, DofE, STEM, various student led clubs and many residential trips, including CERN, World Challenge expeditions to Tanzania and ski trips to Canada.

Our students are drawn from across the city of Birmingham, with many travelling long distances to be a part of Sutton Girls. These are exciting times for the school; we have fantastic results, and we continue to reflect on ways we can improve and support students to make further progress and realise their ambitions.

	GCSE Grades 9/8	GCSE Grades 9/7	Progress 8	A-Level Grades A*/ A	A-Level Grades A*/ B
August 2025	65%	83%	N/A	53%	77%
August 2024	66%	86%	1.05	51%	73%



We are embedding a culture of development across the whole staff. There is a wide variety of CPD that colleagues can opt into, and growth mindset strategies and character development are central to our day-to-day activities as we continue to enhance our practices whilst maintaining staff and student well-being.

Please visit [our website](#) to find out more about life in our school and discover the opportunities we offer. This link to our [Spring 2 newsletter](#) gives you a flavour of what has been happening in school recently. Having joined Sutton Girls in September 2017, I can testify to the fantastic support offered to new staff, with the formal induction programme and buddy system alongside the daily informal help readily offered by colleagues to each other.

Thank you for taking the time to consider Sutton Coldfield Grammar School for Girls; we look forward to receiving your application.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'B. Minards', written in a cursive style.

Dr B. Minards
Headteacher



Job Description - Front Office Administrator

Sutton Coldfield Grammar School for Girls is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment

Responsible to: Office Manager

Job Purpose

- To maintain the safe environment of the school, ensuring compliance with safeguarding procedures, assigning relevant visitor lanyards and undertaking documentation checks as required.
- To provide a warm and positive welcome to the school, communicating in a manner which embodies the character values of the Sutton Girls community.
- To provide full administrative support working as part of the main office and reception team to ensure an effective administrative service operates within the school, including support of financial administration.
- To provide First Aid support to students, staff and visitors.

Duties and Responsibilities:

Reception

- Manage the reception area, controlling site access and welcoming visitors, while ensuring safeguarding compliance through visitor sign in procedures, CCTV monitoring, documentation checks, and directing enquiries to appropriate staff.
- Answer telephone calls, take messages as appropriate in a polite and friendly manner, using initiative to convey urgent messages to staff and students, whilst maintaining confidentiality
- Manage all incoming and outgoing post and deliveries, including sorting and distributing mail, preparing post for franking or special delivery, and liaising with the Finance Officer and Site Team to receive and distribute school deliveries appropriately.

Administration Support

General Administration:

- Use SIMS/Arbor on a daily basis to manage school administration tasks, ensuring that student data is accurate and up to date.
- Process updates to student personal details as required.
- Maintain the school calendar, scheduling and coordinating events.
- Input data for new Year 7 starters, ensuring all information is documented accurately.

Examinations (Under the guidance of the Data Manager and Examinations Officer)

- Maintain an up-to-date register of examination invigilators, including their contact details and availability.
- Produce timetables for examination invigilators and allocate exam sessions to invigilators in collaboration with the Data Manager and Examinations Officer.
- Email invigilator exam timesheets to the team of invigilators, ensuring they are aware of their start and finish times during exam periods.
- Organise invigilator training sessions and update the Invigilator Handbook in line with legislation.
- Collect invigilator timesheets and forward them to the HR Administrator for processing and payment.
- Prepare exam rooms by arranging required signage, materials and ensuring all regulations are met for internal and external examinations.
- Co-ordinate the collection and return of exam papers from internal examinations, delivering completed papers in teaching groups to respective Heads of Department.
- Contact students regarding the collection of examination certificates and provide support with post-results services as required.

Job Description - Front Office Administrator

Finance (Under the guidance of the Finance and Operations Director)

- Assist the Finance Officer with raising purchase orders and processing related documentation.
- Collect students' charity payments for non-uniform days.
- Manage the collection of payments for the Music Service, school trips, and other services, via the School Gateway, including following up on outstanding payments.
- Provide administrative support for bursary payments to eligible sixth form students and those receiving Pupil Premium.
- Assist in the administration of the Free School Meals process, ensuring smooth and accurate delivery.

First Aid duties

- Respond promptly to first aid incidents involving students, staff and visitors, in line with the school policies and procedures.
- Provide first aid care and support to unwell students in the medical room, liaising with parents/ carers when necessary, and accompanying students to hospital if required.
- Maintain a central electronic record of all accidents and incidents, ensuring that relevant information is accurately logged.
- Identify and report patterns of incidents to Pastoral Teams for follow up and support.
- Report any RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reportable injuries to the H&S Officer in a timely manner.
- Monitor and update the medical information of all new students, ensuring that SIMS/Arbor records are accurate and up to date.
- Maintain the administration of prescribed medication in accordance with parental permission and the level of training received.
- Maintain a spreadsheet of vulnerable students attending the medical room and communicate this information to the Pastoral Teams at the end of each week.

Reprographics Support:

- Assist as required with the production of learning materials, marketing materials and other documentation using the reprographics facilities (including photocopiers, binding machines, laminator and scanning equipment).
- At busy times, or to cover staff absence, support with any urgent reprographics requests.

General

- Promote the agreed vision and aims of the school and set an example of personal integrity and professionalism.
- As a term of your employment, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.
- This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the Headteacher/Line Manager in consultation with the post holder. In these circumstances, it will be the aim to reach agreement on reasonable changes, but if agreement is not possible, management reserves the right to make changes to the job description following consultation.



Person Specification

	Essential Criteria	Desirable Criteria
Qualifications & CPD	<ul style="list-style-type: none"> • A good standard of general education (e.g. GCSEs or equivalent), including English and Mathematics • First Aid at Work Certificate (or willingness to complete necessary training) • Commitment to safeguarding and promoting the welfare of children 	<ul style="list-style-type: none"> • Administrative or business support qualification (e.g. NVQ Level 2/3 in Business Administration or equivalent) • Training in school systems such as SIMS or Arbor
Experience	<ul style="list-style-type: none"> • An administrative and customer-facing role • Handling telephone and face-to-face enquiries • Managing confidential information • Using IT systems for data entry and record keeping 	<ul style="list-style-type: none"> • Working in a school or educational setting • Using SIMS, Arbor or similar Management Information Systems • Supporting financial administration processes • Supporting examination administration
Knowledge & Skills	<ul style="list-style-type: none"> • Excellent communication skills (verbal and written), with a professional and friendly manner • Strong organisational skills with the ability to prioritise workload and meet deadlines • Ability to work both independently and as part of a team • Good IT skills, including Microsoft Office (Word, Excel, Outlook) and shared document systems • Ability to maintain accurate records and attention to detail • Ability to handle sensitive situations with discretion and confidentiality • Ability to remain calm and respond effectively in emergency or first aid situations 	<ul style="list-style-type: none"> • Knowledge of safeguarding procedures in a school environment • Understanding of examination processes and regulations • Awareness of financial administrative procedures in schools • Knowledge of first aid procedures and reporting requirements (e.g. RIDDOR) • Ability to use school management systems (e.g. SIMS/Arbor) confidently • Ability to analyse basic data and identify trends (e.g. incident reporting)
Personal Attributes	<ul style="list-style-type: none"> • Professional, approachable, and welcoming manner • Reliable, punctual, and flexible • Positive and optimistic • Proactive and able to use initiative • Empathy and sensitivity when dealing with students, parents, and visitors • Strong commitment to safeguarding and promoting student welfare • Resilient and able to work under pressure 	<ul style="list-style-type: none"> • Positive attitude towards continuous professional development
Other	<ul style="list-style-type: none"> • Ability to work flexibly to meet the needs of the school (e.g. during exam periods) • Willingness to undertake training as required 	

What you can expect as a member of Support Staff at Sutton Coldfield Grammar School for Girls


Sutton Coldfield Grammar School for Girls is a vibrant school where there are endless opportunities for you to get involved in a range of activities, and where you will be well supported in taking any initiatives of your own. It is a place where you should always feel confident to try something new to enhance the learning environment.

As a member of support staff you can expect:

- The opportunity to:
 - Join the Local Government Pension Scheme
 - Sign up to our Cycle to Work Scheme
 - Join the BHS Healthcare Plan
- Enhanced annual leave and concessionary days to all support staff (paid for term time only staff) as follows:
 - 26 days: Up to 5 years' service
 - 29 days: up to 10 years' service
 - 31 days: over 10 years' service
- In addition to Public Holidays, we also offer 4 concessionary days.
- On site car parking
- Individualised induction programme including the initial support of a Buddy
- Access to the National College providing on-demand CPD, workload-reducing tools, and a central system for tracking and evidencing professional learning
- Commitment to [staff wellbeing and mental health awareness](#)
- Access to flexible and family friendly policies and working practices
- Termly Staff Nominations – the chance for staff to pass on thanks and positivity
- Complimentary staff room drinks throughout the day
- Supportive colleagues
- Engaged and enthusiastic students

As a member of the support staff, SCGSG expects you to:

- Act in accordance with safeguarding and child protection procedures
- Observe a smart, business-like code of dress
- Follow the school rules and codes of practice, including the staff code of conduct
- Ensure that students observe the rules and codes of practice
- Ensure your public attitude and behaviour gives positive messages to those around you
- Provide effective support for your colleagues
- Promote positive behaviour
- Develop and promote positive relationships
- Support the development and effectiveness of work teams
- Be aware of the aims of the school and the areas being developed in the current School Development Plan
- Reflect on and develop your own practice.



At Sutton Coldfield Grammar School for Girls we work hard to promote an open and positive environment for teaching and learning. We look forward to your contribution as a member of staff to this rich culture.

How to apply

In order to apply for this post, please complete the online application on [MyNewTerm](#). The Personal Statement section gives you the opportunity to detail other relevant experiences, interests and skills. In this section please:

1. State your reasons for applying for this post.
2. Outline the experiences that you believe have prepared you for this post.
3. Describe the skills and strengths that you will bring to the school.

Please note that the application form must be completed in full. It is not sufficient to substitute a C.V. for all or any part of the form.

Informal visits can be arranged by contacting the HR team via recruitment@suttcold.bham.sch.uk. We appreciate that not all prospective candidates will be able to visit during the school day and are happy to arrange calls to answer any individual queries. Shortlisted applicants will have a tour of the school on the day of interview.

Deadline for Applications: 9.00 am on Monday 18th May 2026.

Interviews will be held on Thursday 21st May 2026.

Candidates who have not heard from us by then should assume their application has been unsuccessful on this occasion.

References

Please note that it is our practice to take up references before shortlisting for interview. If you would prefer us not to do so unless you are shortlisted, please indicate this clearly in your application. When an applicant is short-listed, any discrepancies or anomalies in the information provided or issues arising from references will be taken up at interview. Your referees should include your most recent employer. References from relatives or friends are not acceptable.



Safeguarding

Sutton Coldfield Grammar School for Girls is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be subject to all necessary pre-employment checks. This includes enhanced DBS, barred list clearance, medical fitness, identity and right to work; and where applicable prohibition check, qualifications, certificate of good conduct and letter of professional standing from the regulating authority in the country in which the applicant has worked. An online search will also be carried out as part of due diligence on all shortlisted candidates.

Candidates for teaching and support staff posts will be assessed at interview for their suitability to work with children. Appointment is conditional upon at least two satisfactory references which include specific comments on working with children and young people. All staff at the school have a responsibility to promote and safeguard the welfare of students at the school. In addition to the ability to perform the duties of the post the interview will also explore issues relating to safeguarding and promoting the welfare of children including:

- motivation to work with children and young people.
- ability to form and maintain appropriate relationships and personal boundaries with children and young people.
- emotional resilience in working with challenging behaviours.
- attitudes to the use of authority and maintaining discipline.
- any relevant issues arising from references.
- any gaps in time not covered by details in the application form.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020). This means that certain convictions and cautions are considered 'protected' and do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Please refer to our policy statement on the recruitment of ex-offenders.

This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English is an essential requirement of the role.



This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Summary of Child Protection Information for Visitors and Volunteers

Sutton Coldfield Grammar School for Girls is committed to the highest standards in protecting and safeguarding the students entrusted to our care. Our school supports all students by:

- Promoting a caring, safe and positive environment within the school
- Encouraging self-esteem and self-assertiveness
- Effectively tackling bullying and harassment

We recognise that some students may be the victims of neglect, physical, sexual or emotional abuse. Staff working with students are well placed to identify such abuse.

In order to protect our students, we aim to:

- Create an atmosphere where all our students can feel secure, valued and listened to.
- Recognise signs and symptoms of abuse.
- Respond quickly, appropriately and effectively to cases of suspected abuse.

If you have a concern that a student is being harmed, is at risk of harm, or you receive a disclosure (intentionally or unintentionally), you must contact the following staff member as quickly as possible.

Designated Senior Lead (DSL) and Single Point of Contact (SPOC) for safeguarding and child protection: Mr Neil Eaton.

If this person is not available please contact

**Deputy DSL/SPOC: Mrs Samantha Hart
Mrs Lisa Neal
Mrs Meg Mahoney
Miss Rebecca Pegg
Dr Barbara Minards**

Headteacher: Dr Barbara Minards

Everyone working with our students their parents and carers should be aware that:

- Their role is to listen and note carefully any observations which could indicate abuse.
- They should not attempt to investigate once the initial concern is raised.
- They should involve the Designated Senior Person (DSL) immediately.
- If the DSL is not available the Headteacher or the Deputy DSL should be contacted.
- Disclosures of abuse or harm from students may be made at any time.

If anything worries you or concerns you, report it straight away. The main office will direct you to the appropriate member of staff to report your concerns. The school's Safeguarding and Child Protection Policy and procedures will form part of the induction for the successful candidate.

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