



Administrator / Receptionist

John Henry Newman Catholic College

Job Title: Office Administrator/Receptionist

20 hours per week. Part-Time (Term-Time including inset days)

Reports To: Business Support Manager

Job Purpose: To provide a high-quality administrative support and welcoming, professional reception service to the whole College. As a key member of the Administration Team, the post holder will support the smooth day-to-day running of the front-of-house and general office operations, supporting staff, students, parents, and visitors.

Key Responsibilities and Duties

- ❖ Undertake varied administrative tasks for College staff as required, ensuring high standards of accuracy.
- ❖ Input, retrieve, and update data using the College's Management Information Systems (e.g., SIMS, ClassCharts, Google Forms).
- ❖ Maintain up-to-date and accurate records for students, handling highly sensitive information.
- ❖ Provide admin support for the Year 7 September admissions process and peak transition periods.
- ❖ Provide cross-cover and operational support to other members of the administrative team during peak workloads, high-demand periods, or staff absences.
- ❖ Ensure the reception desk is consistently manned during designated hours.
- ❖ Greet all visitors, parents, and callers in a pleasant, professional, and efficient manner.
- ❖ Manage the visitor sign-in/out process strictly in accordance with College safeguarding and security procedures. Issue visitor badges and verify identification where required.
- ❖ Answer incoming internal and external telephone calls, redirecting queries or taking and relaying accurate messages to staff and students promptly.
- ❖ Deal with general day-to-day enquiries from staff, students, parents, and external agencies, filtering or escalating questions through the appropriate internal channels.
- ❖ Maintain a neat, tidy, welcoming, and professional reception area.
- ❖ Accept incoming parcels/deliveries and distribute them accordingly.
- ❖ Prepare, frank, and collate all outgoing mail for daily collection.
- ❖ Actively promote the College, its values, and its reputation at all times, including attendance at the annual College Open Evening.
- ❖ Maintain professional, discrete, and effective communication with staff, parents, students, and external stakeholders, maintaining total confidentiality.
- ❖ Understand, uphold, and comply with all College policies and legal requirements, specifically regarding Child Protection/Safeguarding, Health & Safety, Security, Confidentiality, and Data Protection (GDPR).

Note: This job description is not an exhaustive definition of the post. The post holder will be expected to undertake other flexible, reasonable duties as directed by the Office Manager, or Principal to meet the evolving needs of the College.



Administrator / Receptionist

John Henry Newman Catholic College

Person Specification

Criteria	Essential	Desirable	Assessment Method
Qualifications & Training			
Good standard of literacy and numeracy (equivalent to GCSE Grade 4/C or above in English and Mathematics).	X		Application / Certificates
Commitment to personal and professional development, with a willingness to undertake relevant training.	X		Application / Interview
Willingness to undertake Fire Marshal and/or First Aid training.	X		Interview
Business Administration Qualification (or equivalent relevant qualification).		X	Application / Certificates
Experience			
Proven experience working in a busy administrative or reception role.	X		Application / Interview
Experience of working within an educational or school environment.		X	Application / Interview
Skills, Knowledge & Competencies			
Ability to prioritise, organise, and manage a diverse workload effectively to meet tight deadlines.	X		Application / Interview / Task
Excellent interpersonal skills; ability to communicate clearly and build positive working relationships with students, staff, parents, and external visitors.	X		Application / Interview
Strong IT skills, including proficiency in standard office software (Microsoft Office/Google Workspace, email, and internet).	X		Application / Task
Knowledge of school Management Information Systems (MIS), such as SIMS, Arbor, or Bromcom.		X	Application / Interview
Personal Attributes			



Administrator / Receptionist

John Henry Newman Catholic College

Excellent oral and written communication skills.	X		Application / Interview
Ability to remain calm, professional, and tactful when working under pressure or dealing with difficult situations.	X		Interview
Highly discreet with a deep understanding of, and respect for, confidentiality and data protection (GDPR).	X		Interview
Ability to work constructively as part of a team while also using initiative to work independently.	X		Application / Interview
A flexible approach to daily tasks with the ability to adapt to changing priorities.	X		Interview
Safeguarding & Equal Opportunities			
A clear commitment to safeguarding and promoting the welfare of children and young people.	X		Application / Interview
Understanding of school safeguarding policies, child protection, and health & safety procedures.	X		Interview
Commitment to promoting equality, diversity, and inclusion within the school community.	X		Interview