



Job Description

Job Title: Receptionist/Administration Assistant

Location: St Clares School

Job Description

Job Title	Receptionist / Administration Assistant
Location:	St Clares School, 4 Rough Heanor Road, Derby, DE3 9AZ
Hours per week:	37 Hours
Weeks worked per year:	Term Time Only + 2 weeks (41 weeks pa)
Reporting to:	Operations Manager & Regional Business Lead
Salary Scale:	Grade C, Point 5-6

Main purpose of Role

- To provide initial communication with the school for all visitors and callers; presenting a positive and professional impression to all visitors to the school
- To provide reception services
- To provide administrative services

Principal Accountabilities:

Key Responsibilities	• To represent the school effectively and provide excellent customer service in relation to requests or advice for visitors, parents and carers, colleagues, and outside agencies. • To maintain an accurate school register of attendance and ascertain reasons for absence for each student daily in line with School policy and procedures. • Act as front of house staff and provide a professional service to all school users and ensure security and safeguarding protocols are communicated to and understood by all visitors to the school. • To provide a daily overview of attendance by tracking and monitoring attendance and provide summary reports for key staff. • To have an up-to-date knowledge of procedures associated with attendance, admissions and roll. • To support the pastoral teams on action in relation to non-attendance and education welfare. • Contact parents to follow up pupil absence, as required, and recording of pupil absence data on schools MIS. • Receive all visitors to school in an appropriate manner in accordance with school procedures, deal with people sensitively and professionally and always observe confidentiality. • Respond to school security systems, electronic gate and main door for visitors, ensuring all visitors sign in in accordance with the school's policies and procedures. • Undertake general clerical/administrative duties, which include, generating letters and reports, responding to emails etc. • Monitor the admin inbox for emails. • Opening and distribution of all incoming and outgoing post. • Receiving and signing for deliveries, checking orders and distributing to classes.
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	• Scanning student information and saving it electronically, ensuring all relevant parties have seen the information. • Support e-communications with Parents/Carers. • Responsible for the collating dinner numbers and special diets, using school systems and passing this information on. • Monitor all student/staff meal payments, sending out debt reminders to Staff, Parents/Carers as necessary. • Support the school's new admissions by helping to field calls from prospective parents, booking visits to view the school. • Responsibility for administrating new pupils, gaining relevant permissions from parents/carers etc. and updating the schools MIS, relaying this information to the relevant staff. • Entry and upkeep of information for students, both electronically and manually. • Actively contribute to the office team, including, covering for and assisting colleagues as and when required to ensure the professional smooth running of the school's business and administrative function. • Attend inset days and other training events supporting CPD. • Always maintain confidentiality and to observe data protection guidelines. • Comply with health and safety/security/confidentiality/data protection/equal opportunities. • Support with school events as directed by your line manager (eg coffee mornings, fayres etc)
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This Job Description is non-exhaustive and sets out the main expectations of the post holder. This Job Description can be altered with the agreement of the postholder and will be reviewed regularly. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description

The MAT will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Esteem Multi-Academy Trust is committed to safeguarding and promoting the welfare of all its students. We expect all staff, volunteers and agency staff to share this commitment. The successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information provided.

Person Specification

Criteria	Essential
Education and Knowledge	- A good standard of secondary education to GCSE level or equivalent. - A good standard of literacy and numeracy. - Knowledge of Office 365 systems such as Outlook and Teams
Experience	- Carrying out a wide range of administrative tasks. - Experience of working in a school or similar environment. - Interpreting written instructions/manuals to carry out processes and procedures without regular supervision. - Working with a variety of IT systems including word processing, spreadsheet and database operation. - Handling information in accordance with the Data Protection principles. - Dealing with confidential and sensitive information. - Handling, processing and reconciling cash, cheques, invoices or equivalent.
Personal skills and general competencies	- Ensure effective communication within a professional setting - The ability to both follow and give direction - To work on own initiative, when appropriate - Prioritise own workload alongside the wider priorities of the school team - Incorporate whole school ethos within working practice - Be pro-active in own professional development - Be flexible to meet with the differing requirements of the school - Work as part of a team and alongside other teams within school - To be aware of the School Improvement Plan - To uphold the school's positive reputation
Criteria	Desirable
Education and Knowledge	- Experience of working with Management Information Systems - Ability to use MS Office including word and excel
Experience	- Diplomatic approach in dealing with difficult/challenging situations - Previous school office experience

Sept 2026