



JOB DESCRIPTION

Whitefriars School Reception / Administration with Welfare Cover

35 hours; Term Time (38 weeks) plus 2 weeks

Core Purpose

Under the direction of the Communications Manager, support the smooth running of the school office through the provision of efficient reception, administrative and clerical systems and procedures. To provide a quality service that supports the activities of the school.

To provide welfare support across the School.

Main Duties and Responsibilities

Reception/Telephone:

- To provide a warm welcome and present a positive image of the School to all staff, parents and visitors both internally and externally
- To use own initiative to deal with all enquiries received through a variety of media including face-to-face, email and telephone
- To ensure the School's safeguarding and security procedures are adhered to and that all visitors and students are signed in and out
- To initially handle complaints, ensuring that they are dealt with tactfully, attempting to resolve minor matters and ensuring that more serious matters are referred to the appropriate member of staff in a timely manner
- To take and relay messages relating to pupils and other school business
- To keep the reception area tidy and well organised
- To contact parents and relevant authorities in emergency situations
- To foster good relationships with colleagues and other stakeholders by appropriate interaction

Administrative and Clerical:

- To keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- To operate and maintain the Bromcom Pupil Information System and Attendance module to operator level
- To produce basic reports from Bromcom as required
- To help keep staff and pupil photographs up-to-date in Bromcom
- To assist in producing the daily register for pupils and assist with fire safety routines
- To help prepare and record information in relation to student admissions
- To type or otherwise prepare and distribute letters and documents on behalf of other school staff
- To operate and maintain the parent communications system to communicate with parents via email and text
- To be responsible for the daily post; incoming to be dealt with or distributed daily to appropriate staff; outgoing to be posted as required
- To be responsible for the "office@" e-mail account, forwarding messages using own initiative and following instructions and procedures provided by the Communications Manager
- To maintain and update confidential and general filing systems including manual pupil records as required

- To assist with administration surrounding the GCSE/A level results and Sixth Form induction days in August
- To assist with the administration of pupil admissions in preparation for the Autumn Term

General

- To carry out all duties with due regard to the rights respecting values and ethos of the School.
- To be aware of, read, understand and comply with all federation policies and procedures, especially those relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- To ensure compliance in safeguarding and promoting the welfare of children
- To ensure compliance with all responsibilities as laid out in the federation's equal opportunity policy and take an active role in promoting equality and diversity
- To cover for and support existing administration staff in order to manage the varying demands and deadlines within the school office.
- To undertake regular training and professional development relevant to the duties and responsibilities outlined in this job description
- To carry out any other duties and administration as requested by the Headteacher/Communications Manager to support the functions of the School; including office cover during Easter booster sessions and after school events such as parents' evenings

Medical

- To administer First Aid for pupils and staff
- To care for pupils who are unwell and liaise with the parents of these pupils
- To administer medication to pupils, as prescribed by the appropriate G.P
- To keep records of pupils needing medication and of medication given

Please note that the above is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. It is not a comprehensive list of all tasks that the post holder will carry out.

This job description may be amended at any time in consultation with the post holder.

Last reviewed: January 2025

Headteacher / Line Manager

Signature: _____

Date: _____

Post holder's signature: _____

Date: _____

**HEATHLAND WHITEFRIARS FEDERATION
PERSON SPECIFICATION**

RECEPTIONIST/ADMINISTRATION AND WELFARE COVER

ESSENTIAL	DESIRABLE
Educational Achievements, Qualifications and Training	
a good standard of education, to at least Qualifications and Credit Framework Level 3	First Aid Qualification
Job Related Knowledge/Aptitude/Skills	
excellent written and spoken English	knowledge of educational issues
an ability to work independently and as part of a team	knowledge of community languages
an ability to show initiative in a range of situations	an ability to minute meetings
an ability to interact positively with students, parents, colleagues and visitors to the school	
An ability to interact positively with pupils, parents, colleagues and visitors to the school	
an ability to use information technology	
An ability to communicate effectively	
a respect for the need for confidentiality	
Experience	
experience of working in an office environment	experience of Bromcom (school database)
experience of Microsoft Office	experience of note taking
	experience of working in an educational setting
	experience of working with computerised database systems



Personal Qualities	
confidence, warmth, sensitivity, reliability, and enthusiasm	
good interpersonal skills	
a commitment to parental, community and Director/Governing Body partnership	
Equal Opportunities	
an understanding of and willingness to comply with the federation's Equal Opportunities Policy	