



Leith Hill School Job Description

Job Title	School Receptionist and Administrator
Reporting to	Head of People and Wellbeing
Responsible for	No line management responsibility

JOB PURPOSE

The School Receptionist and Administrator is responsible for providing a professional and welcoming administration service to ensure efficient support for pupils, staff, and parents. This role is based in the School reception, manages the front office, and maintains school management systems, playing a crucial part in upholding the smooth day-to-day functioning of the school. The School Receptionist and Administrator ensures accurate record-keeping, facilitates effective communication across departments. This role contributes to a positive, organised environment, fostering a welcoming atmosphere for pupils, families, and staff.

DUTIES & RESPONSIBILITIES

Front Office Management

- Oversee the reception area, ensuring a welcoming and professional environment for visitors, pupils, and staff; oversee signing in and out, visitor ID checks and providing key school information as appropriate.
- Answer phone calls and emails, addressing inquiries, offering information and support or directing them to the appropriate staff member.
- Foster positive relationships with pupils, families, and colleagues through clear, respectful, and sensitive communication.

Administration

- Manage day-to-day administrative tasks.
- Coordinate with the Headteacher and senior staff to provide administrative support for meetings, events, and daily school functions.
- Prepare, organise, and distribute school communications, including newsletters, notices, and reports; sort and distribute school post.
- Manage and maintain staff lists, telephone lists, transport lists etc.
- Collaborate with colleagues to ensure the effective setup and management of a new school's administrative operations.
- Assist in developing and implementing school policies and administrative procedures to support school goals and operational efficiency.
- Monitor and suggest improvements to office processes to enhance the administrative workflow.
- Ensure all administrative practices comply with school policies and regulations.
- Handle sensitive information discreetly, maintaining the confidentiality of pupil and staff records.

School Management Systems

- Maintain and update the school's database and management systems, ensuring accurate

- record-keeping for pupil contact details, attendance, enrolment, and performance data.
- Ensure that staff complete the morning and afternoon registers, follow up absences and raise any concerns to the Head of Pastoral and the Safeguarding Team as appropriate.
- Troubleshoot and train staff on using school management software and Google tools as needed.

Site, Health and Safety and First Aid

- In conjunction with the Estates Manager, oversee the first aid and medical provisions, completing regular checks of supplies.
- Provide first aid support, acting as a primary first aider.
- Ensure all registers are maintained to meet the school's fire procedures
- In conjunction with the Estates Manager, oversee the maintenance of office equipment and workspaces to ensure they are organised and functional.

Resource Management

- Manage school supplies and resources, including stationery, keeping inventory, ordering and liaising with the finance department as necessary; maintain the stationery storage.

Meeting Coordination

- Organise school events, meetings, and parent-teacher conferences, handling logistics and communications.
- Support planning and execution of special events, such as open houses, staff training sessions, and school-wide assemblies.

All staff are expected to:

- Support the school's mission by taking on additional duties or projects as assigned, adapting to the needs of the school community.
- Promote equality, inclusion and diversity, acknowledging individual differences and uphold the rights and responsibilities of our pupils and staff and challenging any discriminatory practice.
- Follow all Leith Hill School policies and procedures and uphold the school's 'value based' approach towards its community.
- Do everything possible to protect our pupils from any form of abuse from staff, visitors or each other and ensure staff follow the School's Safeguarding & Child Protection Policy.
- Attend all training as required, also to contribute to training delivery to colleagues/staff as directed.
- Undertake such other duties that are required by the senior leadership team.

Person specification

- Minimum of Maths and English GCSE at grade 5, a recognised qualification at NVQ2 level or equivalent gained through experience
- Excellent ICT skills - ideally with Google Workplace and school MIS skills
- Experience of working in a customer facing role and dealing effectively with the general public
- Experience in a busy administration department, school based experience would be beneficial
- First class organisational and administrative skills, with the ability to remain calm under pressure and work to tight deadlines; systematic in approach to tasks, with attention to detail.
- Excellent interpersonal and communications skills including the ability to relate well to people on all levels with sensitivity, tact and diplomacy

- Excellent command of written and spoken English
- Ability to complete work to a high standard
- Understanding of the importance of confidentiality and appreciation of the implications of the Data Protection Act and GDPR
- An understanding of the importance of Safeguarding and Health and Safety and willingness to embrace the positive Safeguarding and Health and Safety ethos within the School
- A genuine interest and enthusiasm for education and the improvement and development of young people
- To be willing to undertake further professional development
- Committed to the School's values

Working Conditions

Environmental

Risk assessments in respect of individuals and general health and safety must be read, understood, completed and signed as per Leith Hill School policy & procedures.

Mental and Emotional Demands

Taking responsibility whilst working with pupils can be particularly challenging and may lead to mental or emotional fatigue. The postholder MAY be faced with stressful situations when working with our pupils and completing their role, which can lead to some emotional stress.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

The role will be expected to comply with any reasonable request from the Leadership Team to undertake work at a similar level that is not specified in this job description.

This job description may be amended at any time following discussions between the leadership team.

This job description is not intended to be an exhaustive list of all duties and responsibilities and is subject to change in accordance with the needs of the School.