



School Receptionist and Administrator

Job Description

The Position

The role of School Receptionist and Administrator is of crucial importance at Prior's Field. The School Receptionist and Administrator – pupil-facing, parent-facing, visitor-facing – is absolutely pivotal in setting the highest standards of customer care. The School Receptionist and Administrator is responsible for managing the school office and ensuring that parents, pupils and visitors receive a high quality welcome and whatever support they need, and that their perception of the school aligns with our image and ethos. Confidentiality is of the utmost importance in this varied and diverse role.

The School Receptionist and Administrator is required to provide excellent administrative and secretarial support. In particular, the School Receptionist and Administrator and the school office team may be required to provide support to the Senior Leadership Team, the EA to the Head, Heads of Department, Heads of Year and teaching staff.

This role reports to the EA to the Head.

Specific responsibilities of this post include:

<ul style="list-style-type: none"> • Welcoming all visitors to the school, including current and prospective parents, Governors and third parties – representing Prior's Field on the telephone to the same
<ul style="list-style-type: none"> • Having a strong understanding of safeguarding and ensuring that all staff and visitors have the correct school passes and access.
<ul style="list-style-type: none"> • General office and reception duties, including but not limited to: <ul style="list-style-type: none"> ○ Providing assistance and care to the pupils during the school day ○ Assisting parents and visitors with general queries ○ Managing the Office@ inbox, dealing with incoming and outgoing mail and deliveries, booking taxis etc. ○ Managing various other inboxes e.g. supperclub@ and breakfastclub@ ○ Regular tasks such as Early Lunch list (to update every day and communicate to member of staff on lunch duty) ○ Being an integral member of the teams contributing to the smooth running of the school's administration – assisting in providing an administrative and secretarial support service to all departments of the school ○ Lending assistance to other colleagues if the need arises and enjoying playing a full role as a member of a lively and busy admin team
<ul style="list-style-type: none"> • Pupil registration and attendance (overseen by the Deputy Head) <ul style="list-style-type: none"> ○ Ensuring Registration folders are kept up to date ○ Ensuring awareness of attendance arrangements for particular children ○ Ensuring efficient completion of morning and afternoon Registration ○ Calling parents or guardians of children not accounted for ○ Responding to absence emails from parents

<ul style="list-style-type: none"> ○ Sending letters to parents and guardians regarding attendance, as required under the school's Attendance Policy
<ul style="list-style-type: none"> ● Pupil data and files <ul style="list-style-type: none"> ○ Having a good understanding of the safeguarding and GDPR rules ○ Termly reminder to parents to update their data on the parent portal ○ Liaising with members of staff as appropriate regarding pupils and parents – sharing information with SLT, the Boarding team, nurses and pastoral staff as appropriate ○ Filing hard copy papers in pupil files as soon as possible ○ Ensuring pupil files and cabinets generally are kept tidy ○ Assisting with updating and maintaining accurate pupil records on the school's management information system iSAMS ○ Preparing files for scanning and archiving
<ul style="list-style-type: none"> ● Missing pupils <ul style="list-style-type: none"> ○ Contacting relevant staff as soon as possible to try to locate a missing student, and otherwise alerting SLT ○ Following our Missing Pupil guidelines ○ Reminding staff of these guidelines at least yearly
<ul style="list-style-type: none"> ● Fire alarms <ul style="list-style-type: none"> ○ Ensuring that all information needed in case of fire is up to date and ready when required
<ul style="list-style-type: none"> ● Parent portal <ul style="list-style-type: none"> ○ Oversight of parent portal generally – including data such as policies etc. – ensuring old documents are archived and up to date documents uploaded – ensuring parent communication folders kept tidy and easy for parents to navigate ○ Uploading weekly and termly letters to parent portal – also policies and any other documents needed to be uploaded ○ Forms – prime creator of parental forms ○ Training others in the use of the portal as required
<ul style="list-style-type: none"> ● Parent communications <ul style="list-style-type: none"> ○ Having overview of all comms sent to parents and guardians – ensuring all other relevant staff are aware of what has been sent out ○ Maintenance and sharing of Year Group Communication flowcharts – at least termly ○ Reformatting staff letters and other documents in accordance with house style ○ Liaising with PA to the SLT with regarding to authorisation of letters – in accordance with school procedure ○ Sending out Star and Award of the Week letters ○ Sending letters and documents out via iSAMS as needed ○ Sending other emails and text messages to parents and guardians as required
<ul style="list-style-type: none"> ● Staff communications <ul style="list-style-type: none"> ○ Accurately maintaining staff phone list

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t: 01483 810551 w: www.priorsfieldschool.com

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Registered Charity No: 312038

<ul style="list-style-type: none"> ○ Maintaining staff pigeon holes (this may be termly or yearly, depending on staff changes) ○ Taking and circulating minutes of the weekly Staff Briefing – ideally on the same day – including whole staff meetings on INSET days ○ Ensuring staff are aware of information shared with parents and also information relating to pupils, as appropriate ○ Staff reminders termly or yearly, as appropriate, re e.g. letter process, process for deliveries, where to find useful documents etc.
<ul style="list-style-type: none"> ● Lanyards and ID cards <ul style="list-style-type: none"> ○ Ensuring we have adequate stock of all coloured lanyards ○ Ordering ID cards for new staff members, ready for when they arrive on their first day
<ul style="list-style-type: none"> ● Stationery: <ul style="list-style-type: none"> ○ Responsibility for keeping Reprographics Room tidy and well stocked ○ Administering process for ordering stationery ○ Ad hoc stationery orders as needed ○ Dealing with staff stationery queries ○ Ensuring stationery cupboard is tidy
<ul style="list-style-type: none"> ● Transport <ul style="list-style-type: none"> ○ Supporting the Bursar in administering the school bus routes ○ Communicating with current and new parents regarding booking bus places for the new school year ○ Dealing with day to day parental queries and concerns ○ Assisting with ad hoc queries regarding the school buses ○ Liaising with school bus company when appropriate
<ul style="list-style-type: none"> ● School trips (overseen by the Deputy Head) <ul style="list-style-type: none"> ○ Administration for school trips
<ul style="list-style-type: none"> ● Events <ul style="list-style-type: none"> ○ Assisting with the organisation of the school’s events, attending as required (occasionally in the evenings) – see Terms of Employment ○ Attending and participating in school events such as Open Days and Results Days and meetings as required
<ul style="list-style-type: none"> ● Commercial Events and Lettings cover <ul style="list-style-type: none"> ○ Some cover on days when no Commercial Events and Lettings Manger on site during holidays, as agreed
<ul style="list-style-type: none"> ● Office cover <ul style="list-style-type: none"> ○ Maintaining the file of information used by those staff covering the office at any time – ensuring that every element is clear and up to date.
<ul style="list-style-type: none"> ● Admin support

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- Being an integral member of the school administration team, contributing to the efficient and smooth running of the school's administration – assisting in providing an administrative and secretarial support service to all departments of the school
- Being part of the team providing administrative support to the Senior Leadership Team, as and when required
- Assisting teaching staff with tasks, as required e.g. iSAMs data input
- Lending assistance to other colleagues if the need arises and enjoying playing a full part as a member of a lively and busy team

General responsibilities include:

- Liaison with parents, pupils, staff and third parties
- Liaise closely with appropriate staff in pursuance of the post holder's primary purpose
- Demonstrate a commitment to improving and developing the organisation's processes and facilities
- Comply with all relevant policies, procedures and instructions regarding safeguarding, health and safety, including safe practices and methods of work
- At all times, respect the confidential nature of information concerning the work and business of the school
- Promote the school's eco-agenda and ensure all work is carried out with a view to reducing waste and protecting the environment
- Be committed to the development of a working culture which values and celebrates the contributions and achievements of colleagues
- Support the ethos of Prior's Field as both a boarding and a day school and work in accordance with the school's aims, policies and marketing strategy

Post-holder attributes:

- A people person - able to demonstrate excellent interpersonal and communication skills – both oral and written - and a willingness to foster positive relationships within school and the wider Prior's Field community
- Positive, enthusiastic, with a 'can do' flexible approach and keen to work as part of a busy and dynamic school
- Highly organised with an excellent eye for detail and ability to multi-task
- Discreet, with a strong understanding of the importance of confidentiality
- Able to see the bigger picture and do as much as possible to help others do their job

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<ul style="list-style-type: none"> • Excellent written and spoken English
<ul style="list-style-type: none"> • Efficient and effective
<ul style="list-style-type: none"> • Calm and empathetic – a good listener
<ul style="list-style-type: none"> • A problem solver
<ul style="list-style-type: none"> • True team player – flexible and proactive
<ul style="list-style-type: none"> • High degree of initiative and common sense
<ul style="list-style-type: none"> • High working standards for self and others
<ul style="list-style-type: none"> • A confident user of a range of IT applications – knowledge of Word and Excel essential – knowledge of Office 365 preferable – knowledge of iSAMS an advantage
<ul style="list-style-type: none"> • Management experience an advantage
<ul style="list-style-type: none"> • Experience of working in a school an advantage

This Job Description is not necessarily a comprehensive definition of the post. It will be reviewed and may be subject to modification at any time after consultation with the post holder.

Prior's Field is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Conditions of Employment

- Full time, term time + 3 weeks (37 weeks per year + 4 weeks paid holiday). A job share will also be considered.
- Hours - 8.00am to 5.00pm Monday to Friday (half an hour unpaid for lunch)
- Some evening or weekend work may be required; time off in lieu will be given.
- Contributory pension and medical insurance schemes; details available from the Payroll Officer.
- Lunch is available free of charge during term time; tea and coffee is also available in the staff study free of charge throughout the day.
- Employees are eligible for reduced fees if their children attend the school.
- Six month probationary period
- The school supports professional development and training will be provided in specialist areas such as the iSAMS Management Information System.

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