



**Lady Margaret School**

Candidate Application Pack

Receptionist Administrator



# Letter from Headteacher



Dear Candidate,

Thank you for showing interest in the post of Receptionist Administrator at Lady Margaret School.

Founded in 1917, Lady Margaret School has a proud and successful heritage in educating girls. We wish to appoint a Receptionist Administrator to build on the great strengths of the school, maintaining the highest academic and behavioural standards, whilst adapting to the fast-changing educational landscape.

Lady Margaret School is a high performing school, as testified by its most recent 'Outstanding' Ofsted and SIAMS ratings. Our SIAMS Inspection in October 2023 noted the 'transformational' impact the school has and the School was graded 'Outstanding' in all categories in our Ofsted Inspection in November 2023. LMS was awarded 'London Comprehensive School of the Year' by The Sunday Times 'Parent Power' poll in 2023. Recent results at GCSE and A Level results are excellent and show extremely high levels of attainment and achievement for all students. We continue to offer a rich curriculum for all our students.

This post offers the chance to work with a committed and experienced staff as part of a talented learning community, supporting each other to develop an innovative and exciting curriculum. This is a unique opportunity to work in a school with a strong and proud heritage.

Thank you again for your interest in joining us.

Yours faithfully

A handwritten signature in black ink, reading 'Elisabeth Stevenson'. The signature is fluid and cursive, written on a light-colored, textured background.

**Elisabeth Stevenson**

Headteacher



# Receptionist Administrator

Term Time Only, 39 weeks, 36 hours per week.

£33,291 - £34,779 AYR / £28,510 - £29,784 TTO (Actual Salary)

## Working Hours:

8am to 4.30pm Monday to Thursday

8am to 2pm Friday

We are seeking a friendly, well presented and organised individual to join our supportive and welcoming team. This role is crucial to presenting a positive, professional and outstanding impression of Lady Margaret School, to students, staff, parents and the wider community.

## About the Role

Responsibilities will range from managing reception and being the first point of contact for the school, to providing dedicated administration support to the students and staff across all year groups.

The successful candidate must be punctual as you are responsible for opening reception every morning. You must be able to navigate a fast paced, vibrant reception environment with confidence and efficiency. Customer service is something you really enjoy and you're good at dealing with all various stakeholders, face-to-face, on the phone or by email. You're a multi-tasker who can work well under pressure and uses initiative.

The role commands a high level of IT skills with a working knowledge and experience of Excel, Word and Outlook. A good standard of written and spoken English is absolutely essential.

## About Lady Margaret School

Our exam results reflect the hard work of our students and staff. In 2024, 93% of our girls attained GCSE English and Mathematics at grades 9-4. At A Level, our results are consistently outstanding, with high numbers of girls progressing to a wide range of Higher Education courses. In 2024 73% of grades were A\*-B. Students at LMS have an excellent record of securing places at top universities.

## What you can expect from us

- A supportive school that has staff well-being at its core
- Excellent career progression opportunities in addition to the high quality CPD which is part of our established systems for staff support and development
- A comprehensive benefits package including defined government pension scheme (ER's contribution 23.9%), employee assistance programme, flu vaccination vouchers and Cyclescheme
- A convenient location served by excellent transport links, close to local amenities and green spaces.

**Closing Date:** Sunday 23<sup>rd</sup> March 2025

**Interview Date:** Thursday 27<sup>th</sup> March 2025

**Start Date:** April 2025

Early applications are encouraged. Suitable candidates may be interviewed before the closing date and Lady Margaret School reserves the right to withdraw the position if an early appointment is made.

How to apply: Please click on the 'Quick Apply' button on our TES listing to fill out an online application form. Alternatively, visit our website to complete our own application form:  
<https://ladymargaret.lbhf.sch.uk/our-school/vacancies>

# **Job Description**

## **Receptionist Administrator**

**Post Title:** Receptionist Administrator

**Responsible to:** The HR and Office Manager

**Grade:** £33,291 - £34,779 AYR / £28,510 - £29,784 TTO (Actual Salary)

**Hours:** 36 hours per week / Term Time Only, 39 weeks

### **Safeguarding**

- Lady Margaret School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment
- Appointment to this post is subject to an enhanced Disclosure and Barring Service (DBS) check

### **Purpose**

- To present an outstanding impression of Lady Margaret School at point of contact
- To provide high quality secretarial and administrative support to the whole school

### **Main Duties and Responsibilities**

***As receptionist, it will be necessary to cover reception for whole school events which will take place in the evening throughout the year. Time in lieu will be provided as a preference, or if necessary overtime. There will be approximately 10 events a year.***

### **Reception Duties**

- To cover reception for whole school events which will take place in the evening. Time in lieu will be provided as a preference, or if necessary overtime. Approximately 10 a year.
- To provide day to day reception cover, including the welcoming of visitors, pupils, parents, taking deliveries and providing refreshments when required
- To receive all school deliveries to the school, liaising closely with the Premises team
- To manage the school admin@ladymargaret.lbhf.sch.uk email box and direct and respond to enquiries as appropriate
- To receive all face to face, email and telephone enquiries from parents and redirect according to the school's protocol
- To keep a log of all parental enquires and ensure that a response is provided according to the school's protocol, by liaising with staff members as appropriate
- To handle all inbound and outbound post, posting mail or arranging Post Office collection
- To distribute post to staff pigeon holes
- To manage the school's telephone and postal systems, ensuring that the equipment is regularly serviced and dealing with any maintenance issues and faults as necessary
- To ensure that all documentation handed into reception for student files is clearly labelled with student name and tutor group so that it is ready for filing

- To take responsibility for the maintenance and upkeep of the school reception area, ensuring displays are current and well maintained and the reception area is clean and tidy at all times
- To ensure that all meeting rooms are correctly maintained and prepared for meetings, providing refreshments when required
- To make room bookings and administer the school room booking system, assisting members of staff, visitors and external organisations make room bookings as and when required
- To produce visitor identity badges and to receive all visitors ensuring that they sign in and out in accordance with the school's protocol
- To ensure that all sixth form pupils entering the building display their badges and sign in as appropriate and that persons entering the school building are bonafide visitors
- To issue and maintain all staff ID cards in accordance to the staff list
- To administer the door access system ensuring the correct levels and times of access are applied
- To assist pupils, staff, parents and visitors with general day to day queries, in a constructive and polite manner, consistent with the values of Lady Margaret School

### **First Aid Duties**

- Assess and support students who become unwell during lessons, including issues experiencing mental health challenges or anxiety, ensuring they receive appropriate care and assistance
- Provide first aid and basic medical attention for minor illnesses and injuries in accordance with the school's medical policy
- Log all instances of students coming to reception during lesson time on CPOMS
- Liaise with the welfare officer/HOY/DSL, regarding health matters of specific students as necessary
- Liaise with parents/carers regarding the health matters of specific students as necessary
- Monitor patterns of student illness and reporting to HOY and welfare officer as necessary

### **Administrator Duties**

- To carry out secretarial and administrative duties for members of the SLT and the Heads of Year if needed
- To produce and send whole school communications ensuring distribution by hand, mail, Edulink, text message and the school website
- To assist in the organisation and running of whole school events, liaising with premises/IT teams as necessary including after school events e.g. Open evening, Induction, Music Concerts
- To maintain the website calendar, ensuring this is regularly checked against the whole school calendar to ensure dates and times are accurate
- To assist if necessary the administration of online or in person Parents Evenings including; setting the event up on School Cloud and sending out invitations to parents, in addition to dealing with any IT access issues in conjunction with IT
- To arrange meetings between parents and staff when required
- To assist in the organisation of trips and visits including assisting the Trip co-ordinator with collating permission slips
- To monitor on a daily basis the Administration Inbox and EduLink for pupil attendance information and to update SIMS accordingly. To be able to manage and assist with whole school attendance in the absence of the Attendance, Welfare and Pastoral Support Officer
- To be the point of contact with the PTA and provide advice and assistance when required.

- To register pupils oyster card for the cashless catering system
- To manage and schedule the Year 8 Ambassadors
- To produce the weekly mentions newsletter
- To assist staff in managing detentions through EduLink, including generating, printing, and distributing the daily detention list to all staff
- To answer all questions and queries from students and parents/carers concerning detentions

### **School Administrator and General Duties**

To work as an integral member of the school's administration team and share with all other members of the team the following responsibilities:

- To assist all pupils, parents and staff with general day to day queries
- To provide reception cover on a weekly rota system and ad hoc basis when required
- To cover and deputise for colleagues
- To provide assistance to colleagues at peak times
- To assist with the running of the school vaccination programme
- To provide general administration, secretarial and reprographics assistance when necessary
- To receive and respond to all telephone, email, postal and face to face enquiries as appropriate for the whole school, offering a high level of customer service
- To attend any training sessions and staff meetings as required
- To maintain the school offices, store cupboards and kitchen, ensuring all areas are tidy, organised, clutter free and reflect a professional environment
- To hold a current first aid certificate and to administer first aid in accordance with the school's medical policy
- To carry out projects and tasks that may be reasonably requested by the Headteacher, SLT and the HR and Office Manager
- To be in sympathy with the aims and objectives of a Church of England school and its ethos. Members of staff must support the church ethos of the school, which may involve taking part in religious acts of worship
- To wear appropriate business dress

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once each year and may be subject to modification or amendment at any time after consultation with the holder of the post.

# PERSON SPECIFICATION

## Lady Margaret School

**Job Title: Receptionist Administrator**

**Grade: Scale 5**

**Line Manager: HR and Office Manager**

Requirements (On the basis of the Job Description)	Essential (E) Or Desirable (D)
<b>Qualifications</b>	
GCSE Maths and English (Grade C or above)	E
A recognised first aid qualification	D
<b>Experience</b>	
Experience of Microsoft Office	E
Experience of using mail merge	D
Experience of using SIMS data base and other database systems	D
Experience of communicating through a multi-platform communication system using SMS text, email and mobile phone apps	E
Experience of working in an administration / secretarial / receptionist role	E
Experience of delivering high levels of customer service	E
<b>Knowledge/skills/abilities</b>	
A high standard of written and spoken English	E
A high standard of numeracy	E
A high standard of IT skills, including accurate word processing skills	E
Good interpersonal skills and ability to communicate across all levels and mediums	E
A commitment to delivering high levels of customer service	E
Ability to produce good and accurate copy, reports and information	E
Ability to work autonomously, proactively and on own initiative	E
Ability to devise and implement efficient systems and processes	E
Ability to multi-task and plan and prioritise workload	E
<b>Other (include special requirements)</b>	
Demonstrates a commitment to schools' Christian ethos	E
Demonstrates a commitment safeguarding	E

**Note:** Written references will be scrutinised and validated before confirming an offer in writing.

**An enhanced DBS check will be required for this post.**

The successful candidate will undergo a 6 month probationary period in line with the school's policies and procedures.

## **Safeguarding**

Lady Margaret School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

- Successful candidates are required to undertake an enhanced Disclosure and Barring Service check.
- This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore shortlisted candidates will be required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (ie filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) order 1975 (Amendment) (England and Wales) Order 2020. Having a criminal record will not necessarily prevent you from taking up appointment; it will depend on the nature of the offences and their relevance to the post you are applying for. However, should a shortlisted candidate NOT declare an offence that is subsequently revealed, e.g. through the DBS check, this may place their appointment in jeopardy.
- It is a criminal offence for barred individuals to seek or undertake work with children.
- In compliance with Safer Recruitment guidelines, CVs cannot be accepted.

## **Referees**

Two references will be sought for candidates invited to interview. It is our policy to obtain references prior to interview, therefore if you have any concerns regarding this please contact us.

- The first reference must be from your present or most recent employer.
- If any of your references relate to your employment at a school or college, your referee must be the Headteacher or Principal.
- If you are currently working with children, your present employer will be asked about any disciplinary offences relating to children, current and/or time expired, and whether you have been the subject of any child protection concerns and if so, the outcome of these investigations. If you are not currently working with children, but have done so previously these issues will be raised with your former employer.
- If you are not currently working with children but have done so previously the second reference must be from that employer.
- We are unable to accept references from anyone acting solely in the capacity of a friend or relative.
- Other previous employers may also be approached for information, before interview, to verify details on your application form such as particular experience or qualifications.
- If you have worked with any of the referees you have provided for less than 24 months, please provide an additional referee.

*Thank you for your application. Applications may not always be acknowledged; however, we aim to advise non-shortlisted applicants of the outcome within a reasonable period after the closing date. Where a large number of applications is received this may not be possible, and if you have not been contacted within 3 weeks of the closing date, please assume that you have been unsuccessful.*



## Lady Margaret School

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