



St Hugh's
School

Woodhall Spa

JOB DESCRIPTION
SCHOOL ADMINISTRATOR (RECEPTIONIST)
(PART-TIME)

Line Manager Head
Salary Scale £11,522

Hours of work Part-time role which is required during term-time (35 weeks) for the following hours:

Monday - Friday 12.30pm - 5.30pm
Total of 25 hours per week
The role includes attendance at Staff Inset Days
(approximately 3 half days per year 8am - 1pm at the start of each term)

Holiday Pay

The salary also includes 5.6 weeks of paid holiday per annum to be taken during the School Holidays. Despite the mainly term-time working of this role pay is split equally throughout the year and paid over 12 months.

General description of job

“To be the first point of contact for all parents, pupils and visitors as a welcoming face of the School.”

Main Tasks

- Reception Tasks – School's First Point of Call:
- Meet and greet parents and pupils as a welcoming face of the School.
- Maintain the reception office and entrance hall ensuring that the area is well presented, tidy and safe at all times.
- Take telephone messages accurately and distribute them as appropriate.
- Contact and respond to parents via telephone and email as required.

- Answer door controlling access by use of the door entry system and manage the E-Reception booking in system for visitors and contractors.
- Be responsible for incoming and outgoing mail distribution as required.
- Photocopy and scan documents as required.
- Deal with queries and general requests from parents, staff and visitors.
- Collate and prepare mailings by post, email and text message proofreading as necessary.
- Support the distribution of end of term and half term communications via MySchoolPortal.
- Deal with the daily flow of traffic through the Office to include pupils, parents and staff and assist them as required.
- Support the management of the office@ Email Box and action queries or distribute emails as required.
- Support with maintaining pupils' academic and personal files.
- Help to maintain the archive of pupil records in line with Data Record Management practices and in accordance with the School's Data Protection Policy.
- Help to manage pupil attendance and registration process and follow up on absent children as necessary.
- Help to maintain the attendance register and produce daily absence lists and fire lists.
- Help to manage a system for recording pupils leaving early/arriving late and update attendance documents as necessary.
- Help to manage the School Diary.
- Support the proofreading of letters and documents being sent out to parents as required.
- Help with the production of labels for parents, staff and Governors for events.
- Help with the distribution of completed Common Entrance papers to respective Senior Schools.

Essential competencies

- Able to deliver outstanding customer service at all times.
- Excellent telephone manner.
- Excellent verbal and written English including an ability to proofread information and identify any errors.
- Excellent time management and an ability to work under pressure and to deadlines.
- Highest attention to detail.
- Ability to prioritise and manage work effectively.
- Skilled user of computer systems, emails, spreadsheets and documents.
- Excellent interpersonal skills and the ability to communicate confidently with parents, pupils, colleagues and staff from other Schools.
- Understanding of the need to maintain strict confidentiality where appropriate.
- Flexible and co-operative, willing to take on all and any tasks required within a busy school office.
- Willing to work to support the wider Administrative team within the School, taking on additional tasks as required.

Desirable competencies

- Experience of working with Google Docs.
- Proven experience of working within a busy, front-facing, administrative role.

Employee Benefits include:

- Support Staff Pension Scheme.
- Lunch and refreshments provided during term-time.
- Car parking available on site.
- Employee Assistance Programme providing free advice and support to all employees on a wide range of issues.
- Staff Well-Being support groups.

St Hugh's School is committed to safeguarding and promoting the welfare of children. Consequently a Disclosure and Barring Service Certificate will be required for this post. The post is subject to enhanced DBS checks.

Jeremy Wyld
Head
May 2024