

Job details

Job title: Receptionist / Administrator / Assistant to SLT

Salary: Negotiable

Hours: 37hrs, 8am – 4pm

Contract type: Full-time and Permanent

Reporting to: Headteacher

Purpose of job: To provide full reception, administration and personal assistant service at VTC Independent School. These duties will need to be carried out in a professional and mature manner.

Main duties and responsibilities:

- To act as the first point of contact for the school.
- To greet visitors ensuring that visitors are welcomed into a friendly, professional environment.
- To ensure the safety and security of the school and in particular it's pupils at all times; adhering to the appropriate safeguarding procedures for signing visitors and children in and out of school.
- Sign visitors in, ensuring they have the relevant checks e.g. DBS to enter the school.
- Answer incoming calls in a timely and professional manner: To ensure that all calls are correctly routed to their intended recipients, or an appropriate member of staff, to assure a quick and effective communication system.
- To log telephone calls and ensure that relevant information is passed on in a timely manner.
- To provide a seamless administrative support service in order to ensure the smooth running of the school, acting as liaison between parents, suppliers and staff members.
- Providing first aid to pupils, in addition to ensuring that all first aid requirements for pupils are managed effectively.
- Take responsibility for managing the medical needs of pupils – ensuring that the correct supplies are maintained. Maintain a clear and concise register of medical needs – including updating the school's medical handbook as pupils join and leave the school.
- To ensure that the office diary is updated regularly, i.e. with visitor details or workshops.
- To ensure that the receipt of deliveries is communicated to the relevant persons in a timely manner.
- To ensure that internal and external perceptions of the school are managed and protected within favourable boundaries, maintaining confidentiality wherever appropriate. The role holder will need to liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy.
- To help monitor school email accounts, forwarding and responding to emails as required.
- Maintaining good communication with parents to ensure that messages, concerns and issues can be received and passed on to relevant staff efficiently and effectively.
- Photocopying information packs for school events and meetings.
- Helping to set up for meetings at school, such as preparing the venue or refreshments.
- Ensure personal knowledge of the school MIS and to be the lead on the use of this system.
- Printing off registers for clubs and events and ensuring these are passed on to the relevant persons at school. Investigating any anomalies, you may spot on registers and passing any concerns on to relevant staff.
- Maintaining school lost property, and managing pupil/staff collections of lost property from the office.
- Logging and recording incoming post and assisting with outgoing post – computerised log. Distribute incoming post into relevant post boxes
- To proof read documents
- To ensure the minibuses are kept up to date in respect of MOT, Tax, Blue badges
- To assist in maintaining an accurate and up-to-date inventory of all the organisation's resources

- To carry out other clerical and administrative tasks as requested including minuting of meetings
- To act as personal assistant to the Headteacher keeping the diary, making arrangements and carrying out general office duties in order to free the Headteacher and other staff to concentrate on curricular issues and to ensure well-presented and accurate correspondence, reports and other documentation

Other specific responsibilities:

- To undertake any reasonable request from the Headteacher and other members of the Senior Leadership Team.
- Commitment to the safeguarding and welfare of all pupils.
- Contribute to the overall ethos/work/aims of the school
- To be aware of and comply with school policy and procedures
- From time to time the school office may be required to work beyond usual hours, for example during parents' evening – flexibility is required by office staff to help accommodate the smooth running of these events and administration of the school. There is no automatic entitlement to paid overtime unless agreed by your line manager.

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

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

It is understood that areas of responsibility are from time to time subject to review and are negotiable in the light of the needs of the school and the professional development of the staff.

This job description may be reviewed at the end of the academic year or earlier if necessary. In addition, it may be amended at any time after consultation with you.

Person specification

CRITERIA	QUALITIES
Qualifications and training	➤ A good standard of education particularly in English and Mathematics.
Experience	➤ Experience of undertaking a range of administrative duties, including at a senior level. ➤ Experience of providing a high level of customer service and liaising/relationship building with a wide range of individuals and agencies.
Skills and knowledge	➤ Ability to work with a high degree of accuracy and attention to detail. ➤ Ability to draft correspondence and produce documents of a high standard. ➤ Able to plan, organise and prioritise work efficiently and effectively. ➤ Able to take responsibility for own work with little or no supervision. ➤ Able to use own initiative to solve problems and respond proactively to unexpected situations. ➤ Able to deal calmly, tactfully and effectively with a range of people. ➤ Ability to show sensitivity and objectivity in dealing with confidential issues. ➤ Good knowledge of the work of the school and school systems and processes. ➤ Knowledge of a range of computer applications – including Word/ Excel/ Powerpoint / MIS/ SIMs. ➤ Demonstrate an understanding of confidentiality and child protection issues in school setting.
Personal qualities	➤ Ability to work under pressure and prioritise effectively. ➤ Commitment to maintaining confidentiality at all times. ➤ Commitment to safeguarding and equality.

Notes:

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

Last review date: 1st September 2025

Next review date: 1st September 2026

Headteacher/line manager's signature:

Date:

Postholder's signature:

Date: