



## Receptionist and Administrative Officer

<b>Team:</b>	<p>Administration Team</p> <p>This role is also part of the Operations Team at Wilson's School, which consists of all support, technical and administrative staff members.</p>
<b>Performance Reviewer:</b>	<p>Senior Administration Manager and member of the Leadership Team</p>
<b>Hours of work:</b>	<p>30 hours per week, across up to 200 days (40 weeks) per annum. The working days/weeks each year will include the school's term time days plus the number of additional days/weeks in the school holiday period as advised in advance of each academic year. The dates of the additional days to be worked will be agreed with the Performance Reviewers.</p> <p>Standard working day of 8am to 2pm, Monday to Friday</p>
<b>Place of work:</b>	<p>Wilson's School, Mollison Drive, Wallington, SM6 9JW</p>
<b>Key Purpose:</b>	<p>To be the first point of contact for students, parents, and visitors while upholding the school's safeguarding procedures. To be responsible for the school's Reception area and to provide effective and efficient support to the Administration Team.</p>
<b>Detailed Job Description (Duties &amp; Responsibilities):</b>	<p>The role involves the following tasks and responsibilities (this is not an exhaustive list):</p> <p>Reception Duties:</p> <ul style="list-style-type: none"><li>• Greet and welcome students, parents and visitors in a friendly and professional manner</li><li>• Maintain a professional reception and waiting area, ensuring it reflects the ethos and standards of the school</li><li>• Oversee the use of the staff, student and visitor signing in system</li><li>• Issue visitor lanyards in accordance with Safeguarding Procedure and ensure appropriate supervision is in place, as required</li><li>• Manage arrivals to the school gates (car park and pedestrian)</li><li>• Answer, screen and direct incoming calls</li></ul>

- Provide accurate information to parents and the public about school procedures
- Maintain the school's Office inbox, responding to general enquiries and directing mail to relevant staff
- Manage students arriving late or leaving early, ensuring safeguarding and signing in/out processes are followed
- Update the Visitor Diary, preparing for scheduled visits in advance, reserving parking and collaborating with the Estates Team with visitor requirements
- Act as a point of contact for parents, forwarding messages to staff and students as necessary
- Provide first-line support for student enquiries and direct them appropriately
- Liaise with the School Wardens to ensure deliveries are collected efficiently

#### Safeguarding:

- Work closely with the school's Pastoral Administrators to report on lateness, punctuality and safeguarding concerns
- Liaise with the HR & Operations Manager to identify which visitors are logged on the school's Single Central Record and which should be appropriately accompanied
- Logging DBS certificates and ID using the school's internal processes
- Support emergency procedures by providing daily evacuation logs
- Using the school's Evacuation Management System to provide live data of adults on site in the event of an evacuation

#### Administrative and Operational Support:

- Handle incoming and outgoing post including franking and signed for services
- Oversee the use and organisation of the school's deliveries and Lost Property Cupboard
- Request proximity cards with the school's IT contractors for staff and students and sync these with the signing in system
- Be the main contact for Lost Property for students and external visitors
- Oversee stock levels of stationery and maintaining the organisation of the Admin Store Cupboard
- Display information on the foyer plasma screen, as directed by the Senior Administration Manager
- Support individual members of the Administration Team during peak times as directed by the Senior Administration Manager
- Ad hoc administrative tasks as directed by the Senior Administration Manager

### Team Responsibilities:

The School's motto is 'Not for oneself but for all'. All members of staff should embody this in their day-to-day support of education at Wilson's School. The behaviours below refer to your role in the Administration Team and as a member of the wider Operations Team:

- Adopt and project a positive, professional, 'can-do' attitude with all stakeholders. Appreciate and support the role of other professionals, establishing constructive working relationships.
- Enable and support effective communication and information flow across the team.
- Work with efficiency, liaising with others as necessary about your progress, prioritising tasks to meet agreed deadlines.
- Seek to solve problems as they arise.
- Adopt a collaborative and flexible approach, accepting that systems, structures and routines must flex to support educational provision. Expect to assist other members of staff with tasks and duties in order to promote effective teamwork.
- Provide cover for absent colleagues within the Administration Team as and when required.
- On a rota basis, as determined by the Senior Administration Manager, to:
  - Support and assist with first aid and medical room service provision as required (for example, but not limited to, assisting with supervision of pupils awaiting collection, liaison with parents) providing a compassionate and appropriate response to all
  - Support the administration of A Level and GCSE results days in August, providing in person support if required on a rota basis
- Support, as required, significant events within the School, including (but not limited to):
  - Entrance examinations
  - Aptitude tests
  - Open events
  - Public and internal examinations
  - Prizegiving
  - Founder's Day
  - Responses to major incidents

When this involves work outside of normal working hours, notice will be given and appropriate recompense offered, typically either via time off in-lieu or overtime payment (to be determined at the discretion of the Executive Head).

All members of the Operations Team are responsible for ensuring that relevant School operations can continue effectively during holiday periods, even if they do not work at these times.

### **Training and Development:**

- Take proactive steps to stay up to date with legislative and regulatory requirements relevant to the role.
- Participate in training and other professional development activities provided by the School.
- Take responsibility for own professional development, identifying and closing gaps in knowledge, understanding and skills. Seek out and undertake training as appropriate for the role.
- Engage actively in the performance management process, addressing appraisal targets set in conjunction with the line manager.

**General  
Professional  
Standards:**

- Be familiar with and promote safeguarding and child protection requirements, including *Keeping Children Safe in Education* and the School's Safeguarding and Child Protection Policy and procedures.
- Play a full part in the life of the School, supporting its ethos and values and ensure colleagues and pupils adhere to the School's expectations.
- Be receptive to any reasonable request from a manager to undertake work or other duties of a similar level that are not specified in this job description.
- Ensure all interactions with colleagues, pupils and others are professional and courteous, building relationships based on mutual respect and positivity.
- Promote equal opportunities and celebrate diversity in all aspects of the School and its community.
- Be aware of and comply with the School's policies and procedures, in particular those relating to staff conduct, pupil conduct, safeguarding, staff absence, staff dress code, health, safety and security, confidentiality and data protection.
- Maintain high standards in attendance and punctuality.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified here and you may reasonably be expected to undertake work or other duties of a similar level that are not specified in this Job Description.

This Job Description will be subject to periodic review. It may be subject to modification by Senior Leaders at any time in consultation with the postholder.