

Job Description: Reception & Student Services Officer

1. ROLE TITLE

Job Title:	Reception & Student Services Officer
Reporting Line:	Office Manager
Hours:	08:00 – 16:30 with an hour's unpaid lunch break, Monday to Friday, term time only
Salary:	£20,884.40 per annum, pro rata to the full-time equivalent salary of £24,203 per annum
Start Date:	1 st September 2025

2. PURPOSE OF ROLE

- To deliver an outstanding front of house and student support service.
- To assist with the improvement of attendance throughout the school and to meet or exceed the school attendance annual targets.

3. RESPONSIBILITIES

Reception

- a) Co-ordinate the front of house Reception service and act as first point of contact for student services, signposting enquirers to appropriate support.
- b) Greet and receive visitors, parents, pupils and deliveries.
- c) Receive all telephone calls into the school and re-direct / take messages as necessary and update Arbor as required.

Student Services

- a) Act as first point of contact for student services, signposting enquirers to appropriate support, to include uniform loans, lost property and stationery shop.
- b) Find students when they are needed by members of staff or when required to leave school or for internal meetings.
- c) Receive the LAC attendance call and inform them of attendance.



- d) Update Arbor with any student information that is required, including attendance, planned absences and absences from illness and any changes to information held.
- e) Sending texts and emails to parents to inform them of school closures, early finish times and cancelled sports fixtures.

Attendance

To support the attendance officer with all aspects of the below and deputise when required.

- a) To ensure all registers are completed with no missing marks or unexplained absences. Check accuracy / coding and remind staff to complete as necessary.
- b) Administer and monitor attendance system, identifying students who fall short of attendance targets.
- c) To follow School Policy of 'first day contact' and ensure all unexplained absences are accounted for.
- d) To follow Attendance and Punctuality Policy and send out letters as required.
- e) Liaison with Pastoral Support Officer regarding persistent absentees.
- f) To print off hard copies of registers to ensure at hand in the event of a fire.
- g) Note any trip absences on Arbor.
- h) Annual review of Attendance and Punctuality Policy.

Other Admin

- a) Deal with daily incoming and outgoing mail, including oversight of the school office email account.
- b) To be part of the Reception Group and deal with emails where appropriate.
- c) Maintain compliance within the school's data protection regulations in all administrative processes.
- d) Support and encourage the school's ethos and its objectives, policies and procedures.
- e) Any other duties required, commensurate with the responsibility and level of this post. These duties will be reviewed annually.

4. INDICATIVE KNOWLEDGE, SKILLS AND EXPERIENCE

- Previous secretarial or office experience essential, preferably in a school environment.
- First Aid qualification essential, or willingness to attain one.
- Excellent planning and organisation skills with the ability to juggle multiple demands.
- Excellent written and spoken communication skills.
- Ability to act with discretion and maintain confidentiality at all times.
- Proficiency with O365 and its applications
- Familiarity with school MIS, e.g. Arbor, SIMS.





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