

## 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

### 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.

