

Oriel High School

Administrator – Student Reception & Welfare

Job Description

Name:
Salary: Grade 5
Hours: 20 hours per week, term time only (+5 inset days)
Location: Oriel High School
Maidenbower Lane
Maidenbower
Crawley
West Sussex
RH10 7XW

All duties will be expected to be carried out according to agreed School Policies and Procedures. Due regard will be given to appropriate Confidentiality concerning school matters at all times.

Reporting to:	• The Business Manager
General:	• To provide a professional, friendly, and efficient reception service to students, staff, parents, visitors, and external agencies. The Student Receptionist will support the smooth running of the school's front office and assist with a range of administrative duties.
Administrative Duties: Student reception	• To deputise in the absence of the school receptionist • To support the main receptionist, undertake reception duties, to welcome visitors to the school and to deal with enquiries as necessary. Take messages, and maintain records thereof, for staff when unavailable. • Take accurate messages and relay information to relevant staff members. • Respond to routine enquiries and provide information when appropriate. • Assist with distributing communications to students, staff, and parents. • Aid students reporting to reception. • Signpost students to appropriate members of staff or support services.

	• Assist with managing lost property and student enquiries.
Medical Duties:	• To support students with first aid needs. • Communicate with parents and carers where a student is unwell • Log students in the medical book, to keep a record. • Support the lead first aider in the smooth running of the medical room.
Generic Duties	• Support the administration team with general office duties such as photocopying, scanning, and filing. • To deputise in the absence of other office staff. • Follow school safeguarding, health and safety, and data protection policies. • Report any concerns promptly through appropriate channels. • Help maintain a safe, secure, and welcoming reception area.
CPD	To follow a mutually agreed programme of continuing professional development. The role requires the individual to undertake a three day first aid course.
	• Any other duties as may be reasonably requested by the Headteacher to reflect the changing needs and circumstances as the school develops and grows.

Person Specification

Essential Skills and Experience

- Strong communication and interpersonal skills.
- Good organisational and administrative abilities.
- Ability to use Microsoft Office applications, including Word, Outlook, and Excel.
- Professional and friendly telephone manner.
- Ability to maintain confidentiality.

- Ability to work effectively as part of a team.

Desirable Skills and Experience

- Previous reception or customer service experience.
- Experience working in a school or educational environment.
- Knowledge of school information management systems.

Personal Qualities

- Professional and approachable.
- Reliable and punctual.
- Calm under pressure.
- Flexible and adaptable.
- Positive attitude and commitment to excellent customer service.

Working Hours

20 Hours per week, Monday to Friday, term time only