



ST JOHN'S SCHOOL

Job Description

FUNCTION:	Support Staff
JOB TITLE:	Afternoon School Secretary and Receptionist
REPORT TO:	Bursar / EA to the Head and Bursar

Job Purpose

As a School Receptionist and Secretary at St Johns School, Northwood, you will play a crucial role in providing administrative support and maintaining efficient operations within the School. In addition to your receptionist and secretarial duties, you will also be responsible for providing first aid assistance to pupils as required. Your role will involve greeting visitors, answering phone calls, managing administrative tasks, and ensuring the safety and well-being of students by delivering basic first aid care when required.

Key Responsibilities

These responsibilities may be split between the morning and afternoon receptionist based on the skill set of the applicants and the workload at different points in the day.

1. Reception Duties

- Welcome and assist visitors, parents, and staff in a friendly and professional manner
- Control access to the School and ensure that visitors are signed in and aware of the safeguarding and health and safety protocols
- Manage incoming phone calls, take messages, and direct calls to the appropriate personnel
- Support parents with general queries in a helpful and professional manner
- Maintain a clean and organized reception area.

2. Administrative Support

- Assist with general administrative tasks, such as filing, photocopying, and data entry
- Update student records and maintain accurate databases
- Handle incoming and outgoing mail and deliveries
- Support the administration of the admissions process as required
- Support the administration of lettings as required

- Provide administrative support to SLT as required.

3. First Aid Provision

- As first line support for Prep pupils, administer basic first aid care to students who require immediate attention.
- Assess and respond appropriately to injuries, illnesses, and medical emergencies.
- Follow established protocols and procedures for administering first aid and emergency care.
- Communicate effectively with parents, teachers, and the school nurse regarding student injuries or health concerns.

4. Stock and Finance Administration

- Ensure that stationary and associated stock levels are maintained to support the school appropriately.
- Responsible for ordering stationary and other required items.
- Coordinate the authorisation of invoices for payment.
- Manage the petty cash ensuring that it is fully reconciled and accounted for in conjunction with the finance team.
- Coordinate extras, trips and EYFS funding to support the fee billing processes in partnership with the finance team.
- Reconcile the credit card.

5. Registration Management

- Oversee student registration processes, ensuring accurate and up-to-date records are maintained (morning and afternoon registration)
- Assist in maintaining accurate student attendance records.
- Manage pupil absence inbox; follow up on unauthorised absences ensuring they are accurate prior to confirming with families the reason for the absence.
- Support the pupil induction process in conjunction with the Head of Marketing and Admissions.

6. Communication and Collaboration

- Maintain open and effective communication with staff, parents, and students regarding administrative matters and first aid procedures.
- Work effectively as part of a team ensuring clear communication and effective hand overs between the reception team and/or wider administrative team.
- Identify potential improvements and solutions to current processes and work with the wider team to deliver streamlined and effective administrative processes.

7. Health and Safety

- Adhere to all relevant health and safety policies and procedures.
- Maintain first aid supplies and equipment, ensuring they are properly stocked and in good working condition in liaison with Lead First Aider.
- Keep up-to-date with first aid training and certification, attending any necessary refresher courses.

Person Specification:

Essential Qualifications and Experience

- Previous experience in a receptionist, administrative, secretarial or customer-facing role.
- Strong administrative and organisational skills.
- Experience of working with computerised systems and databases.
- Experience of handling confidential and sensitive information.
- Good standard of education, including GCSE English and Mathematics (or equivalent).
- Ability and willingness to undertake First Aid training if not already qualified.

Desirable Qualifications and Experience

- Previous experience working in a school or educational environment.
- Current First Aid at Work or Paediatric First Aid qualification.
- Experience using school management systems.
- Experience of attendance monitoring and pupil record management.
- Experience of finance administration, petty cash or invoice processing.
- Experience supporting admissions or lettings administration.

Skills and Competencies

- Excellent interpersonal and customer service skills.
- Professional and welcoming manner when dealing with visitors, parents, pupils and staff.
- Strong written and verbal communication skills.
- High level of accuracy and attention to detail.
- Ability to manage competing priorities and work effectively in a busy environment.
- Confident use of Microsoft Office applications, particularly Outlook, Word and Excel.
- Ability to maintain accurate records and databases.
- Sound problem-solving skills and ability to use initiative.
- Ability to work independently and as part of a team.
- Ability to remain calm and professional when responding to incidents, illness or emergencies.

Personal Attributes

- Friendly, approachable and professional at all times.
- Reliable, punctual and well organised.
- Flexible and adaptable in response to changing priorities.
- Calm and resilient under pressure.

- Tactful, discreet and able to maintain confidentiality.
- Positive and proactive approach to work.
- Commitment to delivering high standards of service.
- Strong sense of responsibility and accountability.
- Commitment to supporting and promoting the ethos and values of St John's School.

Suitability to Work with Children

- Demonstrable commitment to safeguarding and promoting the welfare of children and young people.
- Ability to maintain professional boundaries with pupils.
- Emotional resilience and sound judgement when dealing with children, parents and colleagues.
- Understanding of the importance of confidentiality and safeguarding procedures.
- Ability to act appropriately and professionally in situations involving pupil welfare, medical needs or safeguarding concerns.

Additional Requirements

- Enhanced DBS clearance and satisfactory references.
- Willingness to undertake First Aid training and refresher courses as required.
- Commitment to upholding the School's safeguarding, health and safety, and data protection policies.
- Flexibility to support occasional School events and activities outside normal working hours, where required.

This job description is not exhaustive and may be amended from time to time to meet the changing needs of the School. The postholder will be expected to undertake duties commensurate with the level and responsibilities of the role.

St John's School is committed to safeguarding and promoting the welfare of children and young people. The successful applicant will be required to undertake an enhanced DBS check and comply with all safeguarding requirements.