



WESTHOLME

PREP | SENIORS | SIXTH FORM

Senior School Receptionist / Administrator

**Permanent | 40 hours per week | Term Time plus two weeks | £22,400 actual gross salary |
Reports to Office Manager | Start: As soon as possible |**

No two days are the same at **reception**. You will be the first point of contact for pupils, parents, colleagues, visitors, contractors and callers. Creating a professional, friendly experience while keeping essential school administration moving. You will need energy, sound judgement and a genuine enjoyment of helping people, alongside the confidence to stay calm, organised and one step ahead.

What you'll make happen

- **Create a brilliant first impression.** Welcome visitors warmly, manage calls and messages, keep reception presentable, issue passes and lanyards, check visitor/contractor DBS information, ensure visitors are appropriately supervised, and receive deliveries.
- **Keep communication flowing.** Respond to reception inboxes, share accurate messages between home and school, distribute correspondence, publish school posts via Firefly and keep noticeboards and promotional literature up to date.
- **Support safe attendance.** Collate registers twice daily, investigate absences and coordinate first-day calling, escalating concerns promptly and following school procedures.
- **Be a reassuring point of contact for pupils.** Respond calmly and compassionately to everyday questions or concerns, involving the right colleague whenever further support is needed.
- **Own the everyday admin.** Draft letters, update SIMS and other databases, maintain pupil and staff contact records, produce lists and reports, create labels, photocopy, and manage incoming and outgoing post.
- **Help the school run smoothly.** Support stationery ordering; building, minibus, mobile and locker-key bookings; coach queries and trip quotations; Parents' Evening set-up; ID badges; lost property; external hire; and visits from photographers and immunisation teams.
- **Be ready when it matters.** Administer first aid and complete accident reports; support registration during fire evacuations; and securely record examination materials received by post.

About you

You will bring warmth, pace and professionalism to a busy front-of-house role. You are someone who notices what needs doing, follows through and treats every interaction with care.

- A good standard of education, with an administration qualification or relevant practical experience.
- Experience in an office or customer-facing environment; school experience and familiarity with SIMS are helpful but not essential.
- Excellent spoken and written communication, a confident telephone manner and strong Microsoft Office/database skills.
- Superb organisation and attention to detail, with the ability to prioritise, adapt and solve problems under pressure.
- A personable, reliable and resilient approach, with enthusiasm for working around children and young people.
- Discretion, sound judgement and absolute respect for confidentiality and data protection.
- A valid first-aid qualification is desirable; training may be required as part of the role.
- Flexibility to support occasional activity outside contracted hours.

How you'll work

- Follow all school policies and codes of conduct, particularly those covering safeguarding, child protection, equality, health and safety, security, confidentiality and data protection.
- Report concerns promptly, model high standards of conduct and contribute positively to a safe, respectful school community.
- Take part in training, appraisal and professional development, and provide wider administrative support as reasonably required by the Principal or Senior Leadership Team.

This profile highlights the main requirements of the role and is not exhaustive.

Safeguarding and equality

Westholme School is committed to safeguarding and promoting the welfare of children, and all staff must share this commitment. Any appointment will be subject to appropriate pre-employment checks. Please refer to our Safer Recruitment and Safeguarding policies on the school website.

We are committed to equality of opportunity. Every individual will be treated fairly and in accordance with the law, regardless of gender, marital status, race, religion, colour, age, disability or sexual orientation.

How to apply / questions

For an informal conversation or questions about the role, email hr@westholmeschool.com closing date Tuesday 25 August at 5pm.