



HORRIS HILL SCHOOL

JOB DESCRIPTION

School Office Coordinator

Job Title:	School Office Coordinator
Reports To:	Bursar
Working Time:	40 hours per week, Monday to Friday with some Saturdays. Term Time + 2 (36 weeks per year)
Salary:	£21,000 pa (FTE £27,500)

The Role

Horris Hill School is seeking to appoint an enthusiastic and self motivated Receptionist/Admin Assistant to join our team.

You will provide day to day administrative support to ensure the smooth running of the provision. Ideally, you will have experience of working in a busy school office/reception desk, the ability to manage a wide variety of tasks and the ability offer a professional, welcoming reception service to visitors, Parents & Carers, staff and pupils.

The successful candidate will have good ICT skills, including knowledge of Microsoft Word, Excel and database packages. They will also be flexible, well organised, good with time management and a team player. They will also be able to prioritise their workload and be committed to working within a team.

Horris Hill is committed to safeguarding and promoting the welfare of children and young people and expects staff and volunteers to share this commitment.

This post is subject to an enhanced DBS, reference checks and online checks. We reserve the right to close the position early for the right candidate.

Main Duties and Responsibilities

Reception and Front Desk

- To be the first point of contact for visitors into the school. To greet visitors, parents and pupils with a positive, happy, customer-oriented demeanor – ensuring that all visitors receive a warm and hospitable welcome to the school
- To answer the main school phonenumber in a timely, professional, positive and helpful manner

- To maintain reception ensuring that the area is well presented, welcoming and organised at all times.
- To administer the security arrangements of the school and organise the visitors' book and badges.
- To be the first point of contact for parent enquiries, ensuring that all questions or issues are resolved in a timely manner or directed to the relevant staff member where required
- To receive messages by phone, email or in person and ensure they are passed on to the appropriate person
- To check that visitors hold appropriate DBS clearance
- To be responsible for incoming and outgoing mail, post and parcels
- To issue calls, emails, text messages, website messages etc. as appropriate in order to keep all stakeholders fully informed on school matters
- Book and coordinate meeting rooms, ensuring they are tidy and ready for meetings

PA Support

- Provide PA support to Headteacher
- Ensuring that the Headteacher's office is well presented, clean and tidy before visitors are welcomed
- Assist with diary management and co-ordination of calendars
- To prepare presentations and reports as required
- Assist in organising staff social events and staff birthdays, leaver awards

School Administration

- To ensure morning and afternoon registers are taken in a timely manner
- To contact parents or carers of students on the first day of absence
- To produce daily fire registers
- To produce monthly pupils' attendance records
- To assist in school filing, pupil folders and record keeping
- To update the school calendar with events and trips
- Book transport and venues for school trips and weekend outings
- Book taxis and manage the school bus booking system
- Support the marketing department with coordinating parents newsletters and events programmes
- Assist in posting news stories to the School websites and to social media
- Proactively offer support with school parents events

School Database and Systems

- Manage data collection and restrict data leaving the School in accordance with GDPR and at the direction of the Bursar
- Arrange the annual assessment data updates for all pupils and ensure the data therein is updated in the relevant systems prior to the commencement of each Academic year
- Facilitate updates to pupil medical data and ensure that printed medical lists are kept updated as and when changes occur and that complete new lists are issued prior to the commencement of each new academic year
- Maintain and up to date paper copy of pupils' emergency contact details

General Responsibilities

- Ensures the safety and well-being of children at the School by adhering to and complying with the School's Child Protection and Safeguarding Policy at all times. Horris Hill School is committed to safeguarding children and promoting the welfare of children and young people and expects all employees, workers and volunteers to share this commitment
- Attends training and staff INSET sessions organised by the School
- Adheres at all times to Health and Safety legislation, and all school policies and procedures, to ensure their own safety and that of colleagues as well as pupils and visitors
- Carry out any other reasonable duties as requested by members of the Senior Management Team

This job description contains an outline of the typical functions of the job and is not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.

Person Specification

Experience

- Previous school experience would be an advantage but is not essential
- Proven reception experience or alternatively experience in a customer facing position
- Prior administrative experience in a professional environment
- Experience of working in a high-volume environment with demonstrable ability to prioritise work from a number of different staff
- Be a team player, show initiative and work autonomously

Skills, Knowledge and Ability

- Excellent interpersonal and customer-facing skills with a warm and friendly manner, together with an ability to foster good working relationships with staff, pupils and parents/guardians
- Excellent verbal and written communication skills, including punctuation and grammar
- High attention to detail and ability to consistently enter data and information accurately
- Ability to work on own initiative to a high standard and to deadlines
- Ability to maintain confidentiality at all times
- Ability to be pro-active and make suggestions for improvement and change
- Organised, flexible and professional approach with enthusiasm, energy and commitment
- Proficient in Microsoft Office packages, especially Outlook, Word and Excel
- Ability to use databases. Training on the school's management information system will be provided

Qualifications

- Good level of general education including GCSE Mathematics and English at Grade C or above, or equivalent
- Educated to A-level or equivalent

Recruitment Process

Candidates are required to submit a completed application form together with a supporting letter outlining the extent to which they can demonstrate their ability to do the job and meet the criteria indicated. An application pack can be downloaded from the school website www.horrishill.com/vacancies. Please submit applications to Paola Bright, Bursar@horrishill.com

You should provide details of two referees and one must be your current or most recent employer. References will be taken prior to interview unless specifically requested.

Appointments

The School is committed to safeguarding and promoting the welfare of children and questions will be asked at interview to assess the suitability of candidates to work with our children. A copy of the school's Safeguarding and Child Protection Policy is available to download from the School's website.

All appointments are subject to a satisfactory enhanced Disclosure & Barring Service check (including a check against the Children's Barred List) and other pre-employment screening. This includes receipt of at least two references satisfactory to the School, medical fitness, qualifications check where relevant for the post, the right to work in the UK, an identity check and a self-declaration of childcare disqualification. Please see the enclosed Safer Recruitment Policy for further details.

All appointments are made in accordance with our Equality policy and applicants should let us know of any special needs they may have.

Further Information

If you require any further information please don't hesitate to contact the School Office on 01635 40594 or email office@horrishill.com

Applications will be considered as they are received therefore early applications are encouraged. Short-listed candidates will be contacted and asked to attend an interview soon after. Employment will commence, subject to the satisfactory completion of all pre-employment checks, as soon as possible after this.