



## **Job Description: School Secretary and Receptionist**

<b>Responsible To</b>	PA to Deputy Heads/Office Manager
<b>Key Working Relationships:</b>	Director of Admissions and Communications, School Administrator/Logistics Co-ordinator, PA to Deputy Heads/ Office Manager Communications Assistant, SLT
<b>Hours:</b>	Mon – Fri 8.00 am to 5.00 pm; term time plus two weeks (35 weeks total)
<b>Job Location:</b>	Caldicott School, Farnham Royal
<b>Date of Job Description:</b>	August 2021

### **JOB CONTEXT AND PURPOSE**

Caldicott is one of the country's most prestigious Independent Boarding and Day Preparatory School for Boys. We are a flourishing school with around 250 boys from 7 to 13 years old, with all boys weekly boarding in the final two years. We deliver a first-class education, sporting provision and a rich variety of music, drama, arts and extracurricular opportunities in a friendly and supportive working environment.

The School Secretary and Receptionist will be based in the busy front office and will play an integral role in providing exceptional customer service to our parents and stakeholders. S/he will provide flexible administrative support to the PA to the Deputy Heads and Logistics Co-ordinator to facilitate the smooth running of the school office.

Caldicott is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

### **CORE AREAS OF RESPONSIBILITY**

The following core areas of responsibility are not exhaustive and will be subject to development and adaptation in accordance with the changing and developing needs of the school. Due to the cyclical nature of the typical school year, the job will also evolve from term to term.

#### **A. Front Office Administrator / Reception**

- To answer telephone enquiries professionally and courteously
- To be an excellent ambassador for the school when dealing with all general enquiries, in person and via email, from parents, suppliers, visitors, staff, and boys
- To welcome guests warmly and in accordance with the Visitors' Policy
- Assisting with filing, maintaining and updating information on ISAMS and physical pupil files
- Create, maintain, and develop appropriate administrative filing and archiving systems
- Administration, support, and practical arrangements for major events, i.e., Speech Day, New Boys Morning, and Open Days
- Make refreshments for visitors as required
- Ensure that the reception area is tidy and welcoming at all times
- Dispatch post, sort incoming post for distribution
- Ensure franking machine is maintained and in working order
- Deliver items brought into school for boys.

- Liaise with Tutors to locate pupils for appointments
- Liaise with Tutors to find boys' lost property, assist with uniform etc
- On occasion dealing with the post incoming /outgoing with visits to the Post Office
- Assist the Director of Admissions with beginning and end of year administration and preparation
- Stationery – responsible for dispensing of stationery to staff and pupils, ordering and stock control in association with Bursary Staff.
- To assist the Logistics Co-ordinator with checkout sheets for junior boys, having noted changes that occur during the day
- Support Medical Centre, Library, Kitchen and Uniform Shop with ad hoc admin tasks and with the collection of parent drop offs

**B. Safeguarding and Child Protection:**

- To implement and adhere to best practice in safeguarding and promotion of the welfare of children and young people
- To lead by example on good pastoral, safeguarding and child protection behaviours

**C. General Duties – ad hoc:**

- To work within all school procedures and codes of practice and undertake training as required
- To undertake such other duties that the Director of Admissions and Communications may request in keeping with the general nature of the role