



JOB DESCRIPTION

DIRECTORATE:
Education

NAME OF SCHOOL:
Ben Jonson Primary School

POST TITLE:
Front of House Administrator

GRADE: Scale 3 (Subject to job evaluation outcome)

RESPONSIBLE TO: School Business Manager

MAIN PURPOSE OF THE JOB

- Provide a welcoming, professional first point of contact for all visitors, pupils and families.
- Manage the reception desk, school telephone lines and shared inbox, ensuring timely responses and appropriate triage.
- Maintain high standards of customer service, confidentiality, safeguarding and professionalism at all times.
- Coordinate day-to-day front office workflow, prioritising tasks and ensuring continuity of cover.

MAJOR DUTIES AND RESPONSIBILITIES

Safeguarding, Visitor Management and Site Security (Front Office)

- Follow all safeguarding and child protection procedures; report concerns immediately to the DSL/DDSL.
- Ensure visitors sign in/out, wear badges, and follow site security procedures.
- Support controlled entry systems (gates/doors) and ensure protocols are followed during peak times (start/end of day).
- Maintain accurate records of visitors and contractors, and support DBS/ID checks in line with school procedures.

Pupil Administration and Communications (Arbor)

- Use Arbor to support accurate pupil administration, including:
 - logging late arrivals, early collections and messages,
 - supporting absence recording processes (as directed by Attendance Lead),
 - maintaining accurate contact details (where appropriate within agreed permissions).
- Draft and distribute routine communications (letters, texts, emails) as directed by SBM/SLT.

- Support day-to-day coordination of urgent parent communication (e.g., collection changes, medical messages).

Attendance and Welfare Support (Front Office contribution)

- Support daily attendance routines (e.g., late gate admin, messages, sign-in/out), ensuring information is passed promptly to the Attendance & Welfare Officer.
- Escalate safeguarding-linked attendance concerns immediately to the DSL/Attendance Lead.
- Provide administrative support for attendance letters, meeting invites and paperwork as required.

First Aid / Medical Admin (Administrative coordination)

- Maintain first aid communication systems (e.g., contacting parents, logging incidents) in line with school process.
- Support administration of medical forms, care plans and medicine logs (as required by school procedure).
- Ensure medical information is handled confidentially and passed to relevant staff promptly.

Administration Support and Organisation

- Manage printing, photocopying, scanning, filing and document formatting to support teachers and school operations.
- Coordinate distribution of post, deliveries and resources.
- Maintain stock levels for office supplies and place orders in line with school procedures.
- Support school events/trips admin (letters, registers, parent replies) as directed.

Breakfast Club / After School Club (Administrative coordination)

- Provide admin support for school-run clubs, including registers/lists, parental queries triage, and coordination with the club lead.
- Ensure club-related information (attendance, collection changes) is handled accurately and safely.

Professional Conduct

- Maintain confidentiality at all times, handling sensitive information appropriately.
- Work flexibly during peak periods and contribute positively to a calm, solution-focused office culture.
- Participate in training, supervision and performance reviews.

Other Responsibilities

- Undertake any other duties as directed by the Headteacher, commensurate with the scope and grade of the post.
- Ensure all duties and responsibilities are discharged in accordance with the school's Health & Safety at Work Policy.

PERFORMANCE MANAGEMENT

Performance management assessment will be based on the responsibilities listed above and judgments will be made against these as part of the school's performance management/appraisal cycle.

CONDITIONS OF SERVICE

Governed by the National Agreement on Pay and Conditions of service, supplemented by local conditions as agreed by the governors.

EQUAL OPPORTUNITY

To ensure equality of opportunity for all and to oppose strongly any form of discrimination.

SAFEGUARDING CHILDREN

Ben Jonson Primary School is committed to safeguarding and promoting the welfare of all children and expects all members of staff to share this commitment.

The above job description was agreed on (date). It may be reviewed and/or amended at any time but before this happens you will be given appropriate opportunities to discuss the proposed amendments.

_____ Signed by (Post holder)

_____ Signed by (Headteacher)



Persons Specification: Front of House Administrator

Essential

- Experience in a busy reception/front office or administrative role (school setting desirable).
- Strong interpersonal skills: calm, professional, friendly, confident with parents and visitors.
- Excellent organisation and ability to prioritise under pressure.
- Strong oral and written communication skills (letters, emails, accurate record keeping).
- Confident IT skills (MS Office/Google Workspace); willingness to learn school systems (Arbor).
- Understanding of confidentiality and professionalism in a school environment.
- Commitment to safeguarding and promoting the welfare of children.

Desirable

- Experience using **Arbor** (or another MIS such as SIMS/Bromcom).
- Experience supporting attendance or pupil administration processes.
- Experience in a high-traffic front desk environment (large primary/secondary).
- First aid admin experience (not clinical delivery).
- Familiarity with school policies and procedures.

Safeguarding Statement

Ben Jonson Primary School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. The successful candidate will be required to undertake enhanced DBS checks and other pre-employment checks in line with statutory guidance.