



Chigwell School

JOB DESCRIPTION

Job Title: School Receptionist and Attendance Officer

Responsible To: The Bursar

Hours of Work: Monday to Friday from 8.00am to 5.00 pm during term time

Main purpose of the job:

To provide a professional, welcoming and efficient Reception service as the first point of contact for pupils, parents, staff and visitors, whilst ensuring the accurate administration and monitoring of pupil attendance and supporting the smooth day-to-day operation of the School.

Main Duties and Responsibilities:

Reception and Visitor Management

- Act as the first point of contact for visitors, parents, pupils and staff, providing a professional, welcoming and efficient reception service.
- Manage the School switchboard, enquiries and messages, ensuring all communications are handled promptly and courteously.
- Maintain visitor records, issue security badges and ensure safeguarding and security procedures are followed at all times.
- Ensure the reception area remains tidy, well-presented and fully operational, creating a positive first impression of the School.

Attendance Administration

- Maintain accurate pupil attendance and lateness records and produce attendance reports as required.
- Liaise with parents and guardians regarding absences and attendance matters.
- Monitor attendance trends and support pastoral and senior staff in the effective management of pupil attendance.

Mail, Deliveries and General Administration

- Manage incoming and outgoing mail and assist with larger mailings when required.

- Support the administration of examinations by liaising with the Examinations Officer regarding examination materials and deliveries.
- Provide administrative and secretarial support to the Headmaster's and Bursar's PA and other departments as required.

School Operations and Record Management

- Maintain accurate records relating to school trips, lost property, confiscated items and other Reception-based administrative systems.
- Keep School noticeboards, information displays and reception resources up to date and informative.
- Support the administration of School events, including Open Days, Parents' Evenings and other key activities.
- Maintain a good working knowledge of School events and operations in order to respond effectively to enquiries and provide administrative support where needed.

Person Specification

The successful candidate will be:

- Friendly, professional and approachable, with excellent customer service and interpersonal skills.
- An effective communicator, both verbally and in writing, with the ability to deal confidently with pupils, parents, staff and visitors.
- Highly organised, able to prioritise a varied workload and manage multiple tasks efficiently.
- Accurate and detail-oriented, particularly when maintaining attendance records and administrative systems.
- Proficient in Microsoft Office applications and confident using databases and management information systems.
- Reliable, proactive and able to work independently as well as part of a team.
- Able to handle sensitive and confidential information with discretion and professionalism.
- Committed to upholding safeguarding, security and confidentiality requirements within a school environment.

Desirable

- Previous experience in a reception, customer service, administrative or attendance-related role.
- Experience of working within a school or educational environment.
- Knowledge of school management information systems and attendance procedures.