



# CRANFORD

SCHOOL

Job Title:	School Receptionist Administrator
Accountable to:	Heads EA
Department:	Support Staff
Start Date:	March 2026
	Fixed Term

Cranford School is committed to safeguarding and promoting the welfare of children and young people and expects all employees, volunteers and contractors to share this commitment and be fully aware of, and understand, the duties and responsibilities that apply to their role. All employees, volunteers and contractors must attend appropriate training in accordance with the School and local Safeguarding Board regulations.

Successful applicants must be willing to undergo child protection screening appropriate to the post, including, but not limited to, checks with current and past employers, an Enhanced Disclosure from the Disclosure and Barring Service, the requirement to provide original evidence of qualifications as well as evidence of the right to work in the UK and, where applicable, a barred list, prohibition and overseas checks.

This job description is neither final nor exclusive and the range of tasks would embrace many incidents and situations, which are not stated, but require initiative and common sense to be applied.

## JOB PURPOSE

The School Receptionist Administrator (fixed term contract, ending July 2026.) This is a full time position 5 days per week. 40 hours per week with flexibility to be able to work either 08:00-16:30 or 09:00-17:30 as needed and required by the school. They will provide excellent administrative support to the school. Working flexibly and efficiently across a range of functions including Admissions, Clubs, Compliance, Data Management, Events/Trips, Facilities Management, Finance, HR and Marketing as required. Acting as the first point of contact for the school, welcoming visitors and responding to telephone and email enquiries. A main element of the role involves registering pupils, communicating with parents and always ensuring the safety and wellbeing of pupils. The role will also provide First Aid support to the school Matron.

## RESPONSIBILITIES

- Acting as the first point of contact for the school, welcoming visitors and responding to telephone and email enquiries in a helpful and constructive manner, ensuring that appropriate actions are taken in a timely manner.
- Registering pupils and ensuring they are accounted for at all times throughout their day - including the two legal registration points and extra curricular activities.
- Ensuring registration compliance as per the DfE regulations in accordance with the school's Attendance Policy. =
- Ensuring the safety and security of the school at all times, making sure that the front door is closed and entry to the premises controlled through the electronic gate system Ensuring that all visitors sign in and take a visitor badge where necessary, conducting the necessary H&S and safeguarding checks.
- Communicating with parents regarding all aspects of school life, receiving and passing on information in a timely manner, between parents and teachers, including (for example) phoning parents to ascertain reasons for pupils' absence.
- Assisting with all Admissions related tasks, including preparations for and assistance at Open Mornings, taking calls and recording details of enquiries from prospective new families.
- Maintaining and updating school information, records and databases.
- Receiving, sorting and distributing all packages, deliveries and mail. Helping with preparation of external mailings at busy times (e.g. billing).
- Ensuring that the reception area is kept smart and presentable.
- Assisting with the ordering of stationery, materials and resources and ensuring that stock levels are maintained.
- Providing general administrative support. (e.g. printing, filing, etc.)
- Responsible for reprographics for all staff within the school when required.
- Attendance at key events such as Whole School Open Mornings as required.

### **TRAINING & DEVELOPMENT OF SELF & OTHERS:**

- In liaison with line manager, setting personal targets and take responsibility for own continuous professional development.
- Liaising and sharing best practice with colleagues both in the department and the wider school.
- Attending INSET.

### **GENERAL REQUIREMENTS – ALL SCHOOL STAFF ARE EXPECTED TO:**

- Work towards and support the school vision and the current school objectives outlined in the School Development Plan.
- Have knowledge of and work within the school's Safeguarding Policy and Staff Code of Conduct.
- Contribute to the school's programme of extra-curricular activities.
- Support the whole school traditions and values of the school.
- Support and contribute to the school's responsibility for safeguarding students.
- Work within the school's H&S and First Aid policies to ensure a safe working environment for staff, students and visitors.

- Work within the school's Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.
- Engage actively in the annual performance review process.
- Adhere to policies as set out in the Staff Handbook.
- Undertake other reasonable duties related to the role (e.g., break/lunch/after school duties).

## **REVIEW & AMENDMENT:**

This job description should be seen as enabling rather than restrictive and will be subject to regular review.

## **PERSONAL SPECIFICATION**

### **QUALIFICATIONS/ATTAINMENT - ESSENTIAL**

- GCSEs minimum grade 6 in Maths, English and Science (or equivalent)
- Experience as a School Receptionist or Administrator preferable but training will be given.
- Excellent IT literacy.

### **QUALIFICATIONS/ATTAINMENT - DESIRABLE**

- Good Honours Degree
- Experience in a customer service environment
- Experience of organising or participating in extracurricular activities

### **SKILLS REQUIRED - ESSENTIAL**

- Organisational skills: the ability to work in an effective way to meet targets and deadlines.
- Decision making skills: the ability to solve problems and make decisions.
- Teamwork: the ability to work collaboratively with others.
- Communication skills: the ability to make points clearly and understand the views of others.
- Self-management skills: the ability to plan time effectively and organise oneself well.
- Ability to multi task. Positive, smiley, can do attitude.
- Excellent interpersonal skills including the ability to relate well to people on all levels.
- Ability to work effectively as a member of a team, to show initiative and imagination, to have vision and the ability to inspire others.
- First class organisational and administrative skills, with the ability to remain calm under pressure. Work to tight deadlines managing competing priorities.

### **KNOWLEDGE BASE - ESSENTIAL**

- Excellent Telephone manner.
- Excellent professional knowledge and understanding.
- Excellent IT skills.

### **General:**

Cranford School is an independent school and, as such, requires a high commitment from all staff, both in terms of energy levels and time commitment.

### **A member of staff should:**

- Be supportive of the spiritual and moral ethos of the school. This means complying with and upholding the school's ethos as found in our prospectus, as well as attending the school's religious services (held in local churches) and assemblies. Any member of staff may be asked to help with a Form Assembly or lead an assembly from time to time.
- Be supportive of the school's educational aims and objectives, found in the Whole School Development Plan, and of colleagues.
- Have the pupils' welfare at the heart of everything they do. Staff must follow the School's Child Protection Policy and refer to the Safe Recruitment, Supervision of Pupils and Health & Safety Policies. Staff must observe confidentiality as outlined in their contract of employment.
- Be flexible. As a small school, every member of staff must be prepared to undertake other duties within reason and help out in sometimes unexpected ways.
- Be prepared to offer over and above the norm, especially in terms of meeting parental requirements and in terms of extra-curricular activities.
- Understand that they are part of the whole school and, therefore, have in mind the needs of the whole school, not just their section (e.g. Junior School/Maintenance etc.).
- Understand that the School must run itself as a business concern which means that every member of staff is part of the marketing process.

### **Professional qualities:**

- Relevant and appropriate qualifications as specified in the Job Description and a willingness to undertake further training
- Good record of continuing professional development
- Excellent knowledge and understanding of current educational issues
- Show confidence in the use of new technologies

### **Interpersonal Skills:**

- Have an understanding of how to motivate and inspire colleagues and pupils
- Have an ability to build and sustain a positive and appropriate working relationship with pupils, staff, Governors, and the local community.
- Be a leader and a team player.
- Show responsibility for self and others.
- Be a good communicator, both orally and written.

### **Desirable Personal qualities:**

- Generosity of spirit and positive approach to life
- Tolerance and open-mindedness
- Flexibility and adaptability and a willingness to move with change
- Risk-taking
- Commitment
- Passion for subject
- Team spirit
- Loyalty

- Reliability
- Be robust
- Have enthusiasm – show a willingness to be involved
- Have a sense of humour

#### **Application process:**

- Only applications will be accepted from candidates who use the Cranford School application form. Please note, CVs will not be accepted in substitution.
- Application forms must be signed by the applicant. Typed or hand-written application forms are both accepted but the declarations on the final page of the application form must include the signature of the candidate.
- All applicants must ensure they submit the completed application form.
- The successful applicant will be required to complete an Enhanced DBS Disclosure. For further information, contact the Disclosure and Barring Service – [www.disclosuresdbs.co.uk](http://www.disclosuresdbs.co.uk)
- All posts are exempt from the Rehabilitation of Offenders Act 1974 and therefore, even convictions regarded as 'spent', must be declared using the self-disclosure form, which must be completed by shortlisted candidates only. Please see the information on spent convictions and the DBS filtering rules before completing the self-disclosure form <https://www.gov.uk/government/publications/dbs-filtering-guidance/dbs-filtering-guide>.
- Only applications received in advance of the closing date will be considered.
- If a candidate is currently working with children or has previously worked with children, on either a paid or voluntary basis, the current employer will be asked about disciplinary offences, including disciplinary offences relating to children or young persons (whether the disciplinary sanction is current or time expired), and whether the candidate has been the subject of any child protection allegations or concerns and if so the outcome of any enquiry or disciplinary procedure. If the candidate is not currently working with children but has done so in the past, that previous employer will be asked about those issues.
- Where neither the current nor previous employment has involved working with children, the current employer will still be asked about the candidate's suitability to work with children. The employer may answer 'not applicable' if the duties have not brought the candidate into contact with children or young persons. The School may contact any of the candidate's previous places of work, whether or not they have been named in connection with a referee.

#### **Shortlisting:**

- After the closing date, applications will be reviewed, and the shortlisted candidates will be invited for interview.
- Candidates who are not selected for interview will be informed by email as soon as possible after the closing date.
- Shortlisted candidates will be required to complete a self-disclosure form and an internet search will be carried out.
- Cranford School will seek references on shortlisted candidates prior to interview unless specifically asked not to do so by an individual. References will be taken up immediately if a candidate is offered the role. A successful appointment is conditional upon the School receiving satisfactory checks.

#### **Interviews:**

- Candidates invited to interview must bring with them three forms of original ID: passport, photocard driving licence and full birth certificate. Other acceptable forms of

ID include a bank statement or utility bill issued within the last three months and/or a council tax statement issued with the last twelve months. At least one form of ID must show your current address. If these documents are unavailable, please contact HR who will be able to provide details of other acceptable official documents.

- Original qualification certificates must also be brought to interview.
- It is usual for an interview to involve a skills test where appropriate and a lesson observation in the case of Teachers.

### **Conditional offer of employment:**

- All offers of employment for any position at Cranford School are subject to the following pre-employment checks:
- Receipt of two satisfactory references. All references will be validated by phone.
- Verification of identify (name, address, DOB).
- Verification of qualifications.
- Verification of professional status such as GTC registration, QTS Status (where required), NPQH
- Verification of successful completion of statutory induction period (applies to those who obtained QTS after 7 May 1999).
- A Barred List check.
- A satisfactory enhanced check with the Disclosure and Barring Service. The candidate is responsible for bringing in the original DBS certificate for HR to see as soon as it is received prior to commencing work. Failure to do so will result in a delay to the start of the contract.
- A check that no Prohibition Orders exist (for qualifying posts).
- A Section 128 check to confirm the individual is not banned from the management or governance of an Independent School (for qualifying posts).
- A completed medical declaration that states that the candidate knows of no reason on the grounds of health why they are not fit to carry out the duties associated with their position.
- Overseas police check – if the individual has lived/worked abroad for 3 months or more in the last five years, a police check/letter of professional standing will be required from the country in which they were living will be required.
- Satisfactory completion of probationary period.
- Completion of Safeguarding Training.

Under no circumstances should any individual start work at Cranford School until all these checks have been carried out and HR have confirmed by letter/email. In exceptional circumstances and at the discretion of the Headmaster, a candidate may start work before the DBS certificate has been received providing all other checks including a Barred List check are complete. A full risk assessment will be conducted and appropriate supervision will be put in place.

### **Warning**

Where a candidate is found to be on the Children's Barred List, Adults' Barred List or the Protection of Children Act List; or

- the Enhanced DBS disclosure shows they have been disqualified from working with children by a Court; or
- found to have provided false information in, or in support of, their application; or
- is the subject of serious expressions of concern as to their suitability to work with children the facts will be reported to the Police, the Department for Education and the Independent Schools Association.

**Please read our Safeguarding Policy which can be found under 'Information, Policies' on our website, prior to applying for any position. All members of staff, volunteers and contractors working at Cranford School have responsibility for Safeguarding Children.**