

JOB DESCRIPTION

Job Title: Student Receptionist

Reporting to: Deputy Headteacher - Pastoral

Grade/Salary Range: Grade C

Hours: tbc – Term Tim plus 1 week

JOB PURPOSE

The Student Receptionist is responsible for the efficient daily management of student attendance systems, absence recording, and on-call procedures. The role ensures that registers are completed accurately and promptly, that unexplained absences are followed up in line with school procedures, and that safeguarding systems relating to attendance and missing students are effectively maintained throughout the school day.

MAIN DUTIES AND RESPONSIBILITIES

Attendance Administration and Recording

- Manage absence voicemails, emails, and phone calls received from parents and carers.
- Accurately record absences on the school management information system using correct attendance codes.
- Ensure attendance information is processed promptly and in line with school and statutory guidance.

Unexplained Absence Follow-Up

- Identify students marked with an unauthorised absence (N code).
- Contact families or students via the school messaging system to seek clarification for absence.
- Produce an absence list each morning to pass to Assistant Heads of House for targeted follow-up calls.

Register and On-Call Management

- Oversee on-call systems and manage procedures relating to missing students during the school day.
- Monitor completion of lesson registers throughout the day.
- Identify staff who have not taken or closed registers and immediately follow up via email or direct communication.
- Close the afternoon registers in line with school procedures and deadlines.

Data Accuracy and Quality Assurance

- Carry out final checks to ensure all registers have been completed and attendance codes are accurate.
- Resolve discrepancies or missing information before the end of the school day.
- Work closely with pastoral and senior staff to ensure attendance data is reliable and actionable.

Communication and Collaboration

- Liaise effectively with teaching staff, pastoral teams, Heads of House, and senior leaders.
- Support Assistant Heads of House with accurate and timely attendance information.
- Communicate professionally with parents and carers regarding attendance matters.

Professional Responsibilities

- Maintain confidentiality at all times when handling sensitive student information.
- Adhere to safeguarding, attendance, and data protection policies.
- Support the school's commitment to high standards of attendance and student safety.
- Carry out any other reasonable duties as directed by line management.

PROFESSIONAL VALUES AND PRACTICE

- Have high expectations of all students encouraging them to live our school motto – 'Personal Excellence and Collective Responsibility'.
- Respect students' social, cultural, linguistic, religious and ethnic backgrounds.
- Build and maintain successful relationships with students, treating them consistently, with respect and consideration and to be concerned for their development as learners.
- Demonstrate and promote the same positive values, attitudes and behaviour that are expected from students and as outlined in the NAT Staff Code of Conduct.
- Work collaboratively with colleagues to meet the needs of all students (inc SEND students).
- To play a full role in the life of the school community.
- Carry out all aspects of the role effectively and to seek help, advice or guidance as necessary.

STAFF DEVELOPMENT

To take part in the school's staff development programme by participating in arrangements for further training and professional development.

- To continue personal development in the relevant areas.
- To engage actively in the Performance Management Review process.
- To work as a member of a designated team and to contribute positively to effective working relations within the school.

SCOPE OF JOB (Budgetary/Resource Control, Impact)

- No direct budgetary responsibility.

OTHER SPECIFIC DUTIES

To be responsible for ensuring that the Trust's Safeguarding policy is adhered to, ensuring concerns are raised in accordance with this policy, including logging information on CPOMs.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager or Headteacher to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This role has been identified as public facing in accordance with Part 7 of the Immigration Act, and therefore the ability to fulfil all written and spoken aspects of the role with confidence in English will be required. Conversing at ease with the public including students, answer questions and provide advice, including the use of appropriate specialist terminology relevant to the job role/profession and where necessary for an extended period of time.

This job description is current at the date shown, but following consultation with you, may be changed by Management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Date: March 2026

Safeguarding Statement:

This School is committed to safeguarding children and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. The post holder is responsible for ensuring they adhere to the School's Child Protection Policy and that any concerns are raised in accordance with this policy. All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant pre-employment checks.

PERSON SPECIFICATION



Job Title: Student Receptionist

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications, Training and experience	• A qualification in English/literacy and mathematics/numeracy, with a pass at GCSE Grade 4/ C or equivalent. • Experience of working in a people focussed environment. • Willingness to undertake relevant training, including attendance coding and safeguarding.	• Experience of working in an administrative or student-facing role, preferably within a school or educational setting. • Experience of handling sensitive information and maintaining confidentiality. • Experience of communicating professionally with parents/carers via phone, email, or messaging systems.
Competence Summary (Knowledge, abilities, skills, experience)	• Strong administrative and organisational skills • Excellent communication and interpersonal abilities • Confident using IT systems, including school MIS systems, email, and messaging platforms. • Ability to manage sensitive information with discretion • Strong understanding of the importance of accurate attendance recording and timely absence follow-up. • Ability to correctly apply and follow attendance procedures and guidance. • Excellent attention to detail, with the ability to spot errors or omissions in registers and data. • Ability to prioritise tasks and work efficiently in a busy, time-pressured environment. • Strong verbal and written communication skills. • Ability to work calmly and professionally when dealing with safeguarding-related issues. • Understanding of safeguarding responsibilities within a school setting	• Knowledge of DfE attendance guidance and statutory register requirements. • Familiarity with school MIS systems (e.g. Arbor, SIMS, Bromcom). • Previous safeguarding training.
Work-related Personal Qualities	• Highly organised and reliable, with a methodical approach to work. • Professional, discreet, and trustworthy when handling confidential information. • Calm and resilient, particularly when managing urgent or time-sensitive situations. • Proactive and assertive when following up incomplete registers or unexplained absences. • Able to work independently and as part of a wider pastoral and	

	administrative team. • Commitment to promoting high standards of attendance and student safety. • Flexible and adaptable in responding to the changing needs of the school day.	
Other Work Requirements	• Suitability to work with Children • Fluent in spoken and written English to an appropriate level for the role. • Right to work in the UK.	