



Role Profile: Receptionist/Administrator

Location: Cumnor House School

Function: Administration

Reporting to: Bursar

Role purpose

To provide support and administration services for Cumnor House Schools. Offering practical and effective solutions to day-to-day functions of the front of house and any administration duties quickly, decisively, calmly, and professionally, including travelling between school sites to support when required. Provide support to the Senior Leadership Team in ensuring all relevant parties are informed and supporting the admin team.

What you will be doing

Key Accountabilities

Admin Support

- Ensuring all visitors, contractors etc. are greeted professionally and that the necessary security and safety procedures are followed.
- To manage responses to parental enquiries and provide excellent customer service.
- Answering telephone calls/emails and dealing with queries in a prompt and professional manner.
- Record and maintain attendance registers using the schools preferred Management Information System.
- Manage pupils' needs when they come to the reception area at various key points in the day including early morning transport shuttles between sites
- To work with others to introduce and improve procedures and processes.
- Work collaboratively with the other members of the Admin Team to provide general administration of wraparound care and school bus service, including the Parent Portal (Blenheim Connect), payment systems and various platforms to support school operations.
- Provide admin/secretarial support to SLT and other staff as required.
- Be the first point of contact to support parents with the Parent Portal (Blenheim Connect).
- Transport bookings for trips and visits.
- Responsible for working with admissions team ensuring accurate and timely processing of all data of new students.





- To assist the Designated Safeguarding Lead with administration as and when required.
- To provide cover for administration colleagues' absences, including travelling to any of the Cumnor sites to undertake the cover requirement.

Marketing Support

Supporting SLT with administrative arrangements of school events and Open Mornings, including liaising with kitchen and facilities for event requirements.

First Aid

- To act as one of the Schools' primary First Aiders and support to maintain the medical room.
- To communicate regularly with the school's First Aid Lead.
- To deal with all enquiries of a first aid nature including the management of the medical room, first aid equipment and ordering of necessary supplies.
- To ensure compliance with all health and safety regulations in accordance with accidents, reporting procedures and management systems in the school.
- Ensure security and safe storage of GP prescribed medication for pupils.
- To ensure that parent medical and administration of medicines consent forms are completed and filed accordingly.
- To be trained for specific medical conditions and on how to use and administer specialist equipment.
- To contact the parent/guardian of students to report incidents, sickness, accidents and emergencies.
- To update medical and dietary information, keeping consistency across school sites.

General

- Reporting to, following the instructions and duties outlined by the Bursar
- To ensure all duties are carried out in accordance with Health and safety regulations and with due regard to Child Protection and Safeguarding.
- To undertake any training and development for the better fulfilment of the post.
- To undertake any other duties and responsibilities which fall within the competence of the postholder.





Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

Role overview

What you'll bring

Essential Skills & Qualifications

- Literate & numerate, GCSE or equivalent Grade C in English & Maths minimum.
- Proactive and positive can-do attitude
- Ability to build and maintain excellent working relationships.
- Proficient knowledge of Microsoft packages: Word, PowerPoint, Excel, Outlook.
- Strong administration & organisational skills (accurate and meticulous attention to detail grammatically & numerically).
- Significant experience of working in an administrative role within a busy office environment and educational settings.
- Excellent customer-facing and interpersonal skills.
- Ability to work calmly under pressure adapt effectively to changing circumstances/situations whilst remaining firm and fair.
- Excellent people skills - confident & friendly with a good awareness of customer care.
- Excellent telephone manner.
- Reliable and flexible with ways of working, including covering any of the school sites if required.
- Able to show initiative and provide attention to time critical duties.

Desirable

- First Aid qualification
- Experience of working in a busy school environment, or relevant experience in children's settings

Key Stakeholders you'll be working with

- Internal: Pupils and all school staff.
- Blenheim Schools: Colleagues across Blenheim schools.
- External: Key external relationships and parents.





Governance:

- Blenheim Schools is the proprietor of Cumnor House School. As such, Blenheim Schools has the legal responsibility and accountability for ensuring that the School is compliant, demonstrating the highest standard of pupil safety, quality of education and effectiveness in all areas of school life.
- Blenheim Schools do not have governing bodies. However they all have strong and established governance arrangements and Heads are line managed by a Chair of Governors.
- Support in leading a school which is entirely compliant and provides a safe learning environment for students and staff ensuring full compliance with legislation, regulations, safeguarding policies, procedures and code of conduct.
- Safeguarding and Health & Safety governance visits are held at each school to evaluate their quality for protection for our children. During these visits, the reviewer will speak with the Head, Designated Safeguarding Lead, Educational Visits Coordinator and other staff, as well as always talking to groups of children.

- **To be signed and dated by employee:**
- **Signed:**
- **Name (print):**
- **Date:**

