

OUR VALUES

We enrich through a broad and varied curriculum

Job Description

Job Title:	School Secretary
Line Manager(s):	Deputy Head Academic (Prep)
Department:	Administration
Location(s):	Tormead Prep School

Job Summary

Working as part of a busy School Office team, provide a welcoming front of house reception service. Act as first point of contact dealing with communications from parents, staff and visitors. Provide first-class administrative support to the Senior Management Team (SMT). Maintain accurate daily pupil attendance records. Act as first aider.

Main Responsibilities

School Secretary:

- Manage and organise work of a confidential nature with tact, diplomacy and a high level of commitment and customer care.
- Maintain a tidy and welcoming Reception area that ensures an appropriate first impression of the school to visitors.
- Greet and manage visitors, signing them in and issuing/collecting visitor badges, in addition to responding to their queries.
- Receive all incoming calls to the main school telephone, dealing with calls in a professional, discreet and diplomatic way.
- Take and distribute messages, ensure all urgent/important information is communicated effectively to staff.
- Monitor and answer the school office email account.
- Deal with incoming post and take delivery of parcels, directing to the relevant recipients.
- Day to day administrative support to staff and carry out administrative tasks for the Prep SMT.
- Assist with the production of letters, newsletters, booklets and other publications.
- Assist with the ordering and distribution of resources and supplies as required.
- Support the organisation and administration of school events, working alongside relevant colleagues and departments across all schools within the Tormead group.
- Provide administrative support to trip leaders, including obtaining quotes and arranging transport for school trips.
- Develop and oversee data management, including maintaining effective filing systems.
- Clubs' administration, collation of Risk Assessments and management of shared school calendar on SOCS.
- Parents Evening set ups for online using School Cloud.

- Parent Portal activation codes and mail merges on School Post.
- Organisation of School photos.
- Duty Rota.

Pupil Registration and Dismissal:

- Administration relating to morning and afternoon pupil registration, log and communicate as necessary information about children's absence, raise and resolve attendance queries.
- Supervise and escort pupils who arrive late to school or who are waiting to be collected.
- Dismissal permission download.

First Aid:

- To be trained in first aid, administering medicines and ensuring the school's first aid kit is correctly stocked, including preparing medical kits for school trips.
- In case of an emergency, assist where possible to ensure the school's policies are fully adhered to.

Continuing Professional Development:

- Evaluate own professional performance and be committed to improving own practice through appropriate training and development.
- Engage actively in the performance review process.

General:

- Ensure confidentiality is maintained at all times.
- To participate in staff meetings, INSETs and additional School functions as required.
- Actively promote and model good practice in equality, diversity, and inclusion, and to support and uphold fundamental British values.
- To promote and uphold the ethos and values of Tormead School.
- Comply with the School's policies and procedures regarding data protection and record storage.
- To adhere to all School policies, procedures, and risk assessments, including safeguarding, child protection and health and safety.

This job description is not intended to be all embracing and the post holder shall be required to carry out other duties as necessary and required, commensurate with training and experience.

Safeguarding Children

The postholder is responsible for promoting and safeguarding the welfare of children and young persons with whom they come into contact, and to adhere to and ensure compliance with the School's Safeguarding Policy at all times. If, in the course of carrying out their duties, the postholder becomes aware of any actual or potential risks to the safety or welfare of children in the School, they must report any concerns to one of the school's Designated Safeguarding Leads in accordance with the School's policies and procedures.

Key Relationships

Internal: Head of Prep School and Prep SMT, teaching, curriculum support and Business Staff colleagues at Tormead School.

External: parents, prospective parents, pupils, staff, visitors.

Person Specification		
	Essential Criteria	Desirable Criteria
Qualifications & Training	• GCSE in Maths and English at Level 4 or equivalent • Evidence of continuing and relevant professional development	• Paediatric First Aid qualification • Educated to at least A Level or equivalent
Experience	• Proven experience of working in an office administration role • Experience of meeting and greeting visitors, and responding to emails and telephone calls	• Experience of working in a busy school office • Experience of working with children and the ability to build trusting relationships with ease and professionalism • Knowledge and experience of the independent education sector
Knowledge & Understanding	• Highly IT proficient and a confident user of Microsoft Office suite and database management systems • Enjoy working as part of a team with the ability to work independently	• An understanding of the independent school sector
Skills & Abilities	• Strong customer service skills with an excellent telephone manner and an empathetic approach • Strong interpersonal skills and an ability to connect with staff, pupils, parents and visitors from a range of backgrounds • A passion for and love of working with children and young people • Excellent levels of written communication, with high standards of literacy and numeracy, together with excellent spelling and grammar • Tact, sensitivity and the ability to handle confidential material with discretion • Close attention to detail and ability to work with accuracy • Proven ability to remain calm and professional in all situations, thinking clearly in unforeseen situations	• Familiarity with iSAMS • Proficient use of Excel for data analysis and tracking • Good analytical and problem-solving skills