



Telephone: 01527 871511

Email: office@chadsgrove.worcs.sch.uk

Website: www.chadsgroveschool.org.uk

Meadow Road, Catshill, Bromsgrove, Worcestershire. B61 0JL

Headteacher:

DEB RATTLEY

M.Ed. B.Ed. NPQEL

RECEPTIONIST/ADMINISTRATIVE ASSISTANT

START DATE: SEPTEMBER 2025

35 HOURS PER WEEK, TERM TIME ONLY

SALARY: SCALE 2 £19,527 (Pay Increase Pending)

The Headteacher and Governors of Chadsgrove School wish to appoint a suitably qualified person to join our administration team to provide a highly professional and efficient Reception service. This is a unique and exciting opportunity to work within the School Office of this thriving, successful and innovative Special School for 140 pupils with Physical Disabilities and/or Complex Medical Needs. As a member of the Administration Team, you will work within the busy environment of the School Reception assisting in the management of the day to day running of the School Reception, along with other school administration duties including school lunches.

The successful candidate will:

- Be enthusiastic, reliable and committed
- Have experience of administration in a similar environment, ideally in a school
- Have excellent communication, organisational and interpersonal skills
- Have proof reading skills
- Have an ability to act upon advice and support
- Have the ability to work as part of a team
- Be adaptable and hardworking
- Have a 'can do' attitude
- Be an excellent role model to our children

Our School offers:

- Well behaved, polite, considerate and happy pupils who enjoy learning and coming to school
- A caring and supportive staff and Governing Body, committed to ongoing school improvement
- The opportunity to work alongside friendly and innovative staff
- Continued professional development opportunities

Chadsgrove School is committed to promoting and safeguarding the welfare of children. All candidates will be subject to an enhanced DBS check and satisfactory references.

Closing Date: Friday 29th August 2025

Interviews being held: Monday 8th September 2025



RECEPTIONIST/ADMINISTRATION ASSISTANT

JOB DESCRIPTION

Purpose of Post: To provide an efficient, welcoming and courteous reception service and general administrative and clerical support as required

Salary Band: Scale 2, Term Time Only

MAIN DUTIES AND RESPONSIBILITIES

To undertake duties as follows:

- To ensure face to face enquiries from visitors, parent carers, staff and pupils are handled with courtesy and professionalism
- To process telephone calls/ emails/ answerphone and ensure appropriate action is taken
- To monitor daily attendance and make calls to parents to chase attendance, code attendance correctly and liaise with attendance officer where necessary
- To log late arriving pupils and early leaving pupils promptly with correct absence codes
- To monitor daily bookings of school lunches and liaise with the school kitchen
- To process pupil holiday request forms and log appropriately
- To record payments of school lunches and regularly chase outstanding balances
- To record payments of staff lunches
- To distribute daily post
- To distribute items received into school for pupils
- To email or send letters to parent carers as requested by staff
- To assist with the administration of Achievement Awards Assembly and Leavers Assembly
- To assist with the exams administration and liaise with Exams Officer
- To prepare refreshments for courses
- To manage the liaising between short breaks, transport and parents to include distributing of bags
- To manage the school's diary for room bookings
- To log school trips and keep accurate visit details
- To process Free School Meal holiday vouchers for eligible families
- To receive, sign and check deliveries to the school and distribute as necessary
- Any other reception/ administration duties as necessary

RECEPTIONIST/ADMINISTRATION ASSISTANT

PERSON SPECIFICATION

	Essential Criteria	Desirable Criteria	Measured by
Education & Qualifications	GCSE Grade C (4) or above in English and Maths or equivalent level of literacy and numeracy	A relevant vocational qualification	Application Form/Certificates
Skills and Abilities	<p>Excellent communication skills; able to communicate effectively both verbally and in writing with a range of audiences</p> <p>Highly organised; can prioritise and work well under pressure, managing conflicting demands whilst exercising attention to detail</p> <p>Professional personal presentation; able to represent the school in a positive light at all times</p> <p>Provide the highest levels of confidentiality and data security</p> <p>Work both as a team player and independently using initiative to problem solve</p> <p>Experience of ICT packages including Microsoft Word, Excel and Outlook</p> <p>Strong interpersonal skills; able to liaise and work with internal and external stakeholders at all levels, and develop effective working relationships</p> <p>Assertive in order to ensure School procedures are maintained and followed</p> <p>Commit to following the School's safeguarding procedures and recognise when to report any concerns</p>		Application Interview

	<p>To maintain secure and accurate records in electronic and hard copy filing systems</p> <p>To consistently produce accurate and high quality work</p> <p>To respond to day to day enquiries and recognise when to refer matters to a more senior colleague</p>		
Experience	<p>Working in a customer focussed environment</p> <p>Working well independently and as part as a team</p> <p>Using ICT systems to input data</p> <p>Problem solving</p> <p>Implementing processes and procedures</p>	<p>Working as a Receptionist</p> <p>Working in an education environment</p>	Application Form/Interview/Assessment
Knowledge and Understanding	<p>To understand professionalism and be perceptive of others</p> <p>To understand the importance of effective and efficient administration and customer service</p> <p>Work within data protection boundaries fully respecting confidentiality</p>	The issues relating to safeguarding children and young people	Application Form/Interview/Test
Other Requirements	<p>A professional role model who is committed to their own professional development and to developing others</p> <p>Committed to and able to promote the aims of the school values</p> <p>Able to work calmly under pressure</p>		Interview