

Role Profile Admin Assistant & Receptionist

Location: Downsend Sixth

Function: School Administration

Reporting To: Administration Manager & PA to SLT

What you'll be doing

Role purpose

You will be a key part of the Administration Team at Downsends, providing a high-quality, seamless parent experience across both the Main School and Sixth Form. Working alongside your colleagues, you will contribute to delivering a cohesive and positive journey for families at Downsends, building relationships and providing exceptional service through answering enquiries via email and phone, managing events, and coordinating communications.

You will provide expertise and support to teaching colleagues across a wide range of administrative and communication tasks. The role will also play a vital part as Front of House/Receptionist at Downsends Sixth, creating a welcoming and proactive presence for students and visitors. You will work closely with a wide variety of stakeholders.

Key responsibilities

- Deliver an exceptional parent experience through timely, relevant, accurate, and appropriately toned communications.
- Provide high-quality administrative support across the school, including events, trips, clubs, enrichment activities, and educational visits.
- Provide an exceptional Front of House experience at Downsends Sixth for students, parents, and visitors.
- Work collaboratively with Admissions, Marketing, Nursing, HR, and the wider Administration Team to support effective school operations.
- Use school administrative systems effectively and accurately, including iSAMS, Cognita Connect, SchoolCloud, and ParentPay.

What you will be doing

- Deliver an exceptional parent experience through all communications, ensuring they are timely, relevant, accurate, and delivered in an appropriate tone of voice.
- Provide support in the creation of the School Calendar to ensure that events and milestones are well planned and communicated.
- Answer parental enquiries quickly, efficiently, and accurately.
- Support parent events, such as Parents' Evenings, by managing logistics as directed by the Administration Manager.
- Work with the Admissions Team to support effective onboarding and offboarding.
- Work with the Marketing Team to ensure internal and external communications are fully aligned and provide content for social media where appropriate.
- Provide support for clubs, enrichment activities, wraparound care, and educational visits, including bookings and the preparation of relevant paperwork for pupils and teachers.
- Manage trip administration, including communication with parents and ensuring consent, medical, and dietary information is accurate.
- Support the Nursing Team to ensure pupil health records are up to date.

- Effectively utilise school administrative platforms, including iSAMS, Cognita Connect, SchoolCloud, and ParentPay.
 - Provide an exceptional Front of House experience at Downsend Sixth.
 - Provide First Aid support as required.
 - Provide administrative support to the HR Administrator in relation to Downsend Sixth.
 - Work closely with the wider Administration Team to ensure workloads are shared appropriately.
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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.

What you'll bring

Essential	Desirable
Skills • Excellent people skills, with a confident and friendly manner and a strong awareness of customer service. • Excellent written communication skills. • Excellent telephone manner. • High attention to detail, with the ability to work methodically and accurately at all times. • Confident in the use of all Microsoft Office applications. • Confident using multiple cloud-based platforms. • Reliable and flexible in approach to work. • Able to demonstrate initiative and effectively manage time-critical duties.	
Qualifications • Educated to GCSE level, including Maths and English at Grades A*-C (or equivalent).	Qualifications • First Aid at Work qualification (training can be provided). • NSPCC Safer Recruitment in Education.
Experience • Experience of delivering excellent customer service. • Experience of using all Microsoft Office applications. • Experience of using iSAMS or a similar MIS, as well as cloud-based platforms.	Experience • Experience of managing the SCR. • Experience of using design software such as Canva.

Key Stakeholders you'll be working with

- **Internal:** SLT, all school staff, pupils, parents.
- **External:** Key external relationships, suppliers and parents.

To be signed and dated by employee:

Signed:

Name (print):

Date:

COGNITA