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| Job Title: | Receptionist, Welfare and Attendance Officer |
| Grade: | Scale 5 £28,987 p/a (pro-rata amount) based on £32,070 (FTE) |
| Contract: | Term-time only (39 weeks) including INSET days* |
| Hours: | 8.15am – 4:15pm, Monday to Friday (30-minute unpaid lunch break) |
| Reporting to: | School Business Manager (SBM) / Headteacher |

Purpose of the Role

To provide high-quality reception, administrative, welfare and attendance support within the school. This role is central to ensuring that attendance systems are robust, admissions processes run smoothly, and that pupil welfare—including the safe administration of medicines—is managed effectively. The postholder will play a key role in supporting safeguarding procedures, maintaining accurate records and building strong relationships with families.

Key Responsibilities

Attendance

- Monitor daily attendance, ensuring registers are completed accurately and on time in line with statutory requirements.
- Carry out first-day calling and follow up on unexplained absences promptly.
- Track attendance patterns, including persistent absence and punctuality concerns.
- Maintain accurate attendance records and ensure correct coding in line with current guidance.
- Prepare attendance reports for senior leaders, governors and external agencies.
- Arrange and attend meetings with parents to address attendance concerns and support improvement.
- Liaise with the Local Authority, including SASSO/Education Welfare services/CME, and support referrals where necessary.
- Support whole-school attendance initiatives, rewards and communication with families.

Welfare, Medical and Safeguarding

- Act as a key point of contact for parents regarding pupil welfare concerns.
- Administer medicines to pupils in line with the school's medical policy, ensuring appropriate consent is in place and accurate records are maintained.
- Maintain and update medical records, including care plans, allergies and health needs.
- Record first aid incidents and ensure communication with parents is timely and appropriate.
- Support the management of minor injuries and ensure procedures for head/face injuries and medical concerns are followed.
- Record and report safeguarding concerns in line with school procedures (e.g. MyConcern), ensuring timely communication with the DSL team.
- Support coordination with external agencies where required.

- Promote a culture of vigilance and safeguarding across all aspects of the role.

Admissions

- Manage day-to-day admissions enquiries from prospective parents, providing clear and professional information about the school.
- Coordinate with Senior Leaders school tours and support communication with families considering a place.
- Maintain waiting lists and pupil admission records accurately.
- Support the administration of in-year admissions, including liaising with the Local Authority where appropriate.
- Ensure all admission documentation is completed, recorded and stored in line with school procedures.
- Provide administrative support for Nursery admissions processes where applicable.

Administration/Receptionist Duties

- Act as the first point of contact for parents/carers and visitors arriving at the school
- Provide general administrative support within the school office, including responding to emails, phone calls and face-to-face enquiries.
- Maintain accurate pupil records, ensuring compliance with GDPR.
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Support the organisation of school events, communications and reporting.
- Manage correspondence relating to attendance, admissions and welfare.
- Ensure office systems and processes run efficiently to support the wider school.

Communication and Engagement

- Build positive and professional relationships with pupils, parents and staff.
- Communicate clearly and sensitively with families, particularly regarding attendance, welfare and admissions.
- Support parental engagement and ensure families feel informed and supported.
- Work collaboratively with teaching staff and senior leaders to ensure consistent practice.

*There may be a need to work an additional week per year based upon the needs of the school and in agreement with the Headteacher / School Business Manager.

A Typical Day in This Role

No two days are the same, but the role follows a clear rhythm across the school day, balancing administrative tasks with responsive welfare support.

Morning (8:15am – 10:30am):

The day begins with preparing for pupil arrival and ensuring systems are ready. As

children arrive, you will monitor registers and begin first-day calling, contacting families where children are absent without explanation. This is a busy and important safeguarding time, requiring prompt and sensitive communication. You will respond to early parent queries at the office window or by phone, including reporting absences, medical updates or admissions enquiries.

You may also administer prescribed medicines where required and ensure all records are accurately logged. Any safeguarding or welfare concerns are recorded and shared with the DSL team in a timely manner.

Midday (10:30am – 1:30pm):

Once registers are complete, the focus shifts to attendance tracking and administration. You will update records, analyse patterns (including persistent absence or punctuality concerns), and prepare letters or follow-up communication for families. This may include arranging meetings with parents or liaising with external agencies.

During this time, you will also manage admissions enquiries, respond to emails, update pupil records and support general office administration. You remain a key point of contact for parents and staff, often dealing with welfare queries, medical needs or unexpected situations as they arise.

Afternoon (1:30pm – 4:15pm):

The afternoon continues with a mix of administrative work and welfare support. You may meet with parents regarding attendance, support admissions processes, or update systems and reports for senior leaders.

As the school day ends, there is a renewed focus on pupil welfare and parent communication. You will support with late collections, respond to queries at pick-up time, and ensure that any first aid or medical information is communicated to families appropriately.

Before the end of the day, you will ensure that all attendance and safeguarding records are up to date, follow up on any outstanding concerns, and prepare for the next day.