MANOR GREEN SCHOOL

Excellence for All

JOB ACCOUNTABILITIES

Job Title: Attendance Administrator and Receptionist	**Job number / Grade** Scale 3
Directorate : Education	**Unit:** Manor Green School

JOB PURPOSE

To provide an efficient, friendly and welcoming reception service while undertaking the daily administration of pupil attendance. The postholder will be responsible for maintaining accurate daily attendance records, recording pupil absences and lateness, and communicating with parents and carers regarding attendance matters.
To provide receptionist/telephonist cover. First point of call for all visitors and staff onsite.

SCOPE OF JOB (Budgetary/resource control, impact)

The postholder is expected to ensure that relevant school procedures, including attendance, safeguarding and pupil signing-in and signing-out arrangements, are followed consistently. Any attendance concerns, discrepancies or safeguarding matters must be brought to the attention of the appropriate member of staff.
Has contact with school visitors, teachers, parents, students, Governors, support staff in the Education Directorate etc.
Operates in a busy, often noisy environment and required to juggle conflicting priorities.
Reception is the focus of support activities in the school. All enquiries, visitors, students and staff will need Reception Support. Staff have to perform their duties despite the constant interruptions.
Will have access to confidential information, which must be dealt with discretely.

POSITION WITHIN UNIT STRUCTURE

Reports to the Head of Exams and Data Manager

KNOWLEDGE, SKILLS & EXPERIENCE

Able to operate office equipment such as photocopiers
Keyboard skills – able to type correspondence to a satisfactory standard and within acceptable time scales.
Able to prioritise and work in an often noisy and busy environment
Able to relate to students, teachers and parents in a calm and sympathetic manner.

- Awareness of school attendance procedures, including the recording of absences, late arrivals and early departures.
- Knowledge of confidentiality, data protection and the appropriate handling of sensitive pupil information.
-

JOB ACCOUNTABILITIES

Attendance Administrator:

- Record and maintain accurate daily pupil attendance registers.
- Ensure attendance registers are completed by staff within the required timescales.
- Monitor daily attendance, ensuring all absences, late arrivals and early departures are recorded correctly.
- Receive and record reasons for pupil absence from parents and carers.
- Contact parents and carers regarding unexplained absences in line with school procedures.
- Ensure all attendance information is updated promptly on the school's attendance system.
- Follow the school's attendance procedures and safeguarding protocols at all times.
- Ensure any unexplained absences or concerns are brought to the attention of the appropriate member of staff in accordance with school policy.
- Communicate daily attendance information to relevant staff.
- Maintain accurate records of attendance-related telephone calls, messages and correspondence.
- Ensure procedures for signing pupils in and out of school are followed.
- Report any discrepancies or concerns with attendance records to the appropriate person.

Reception:

Be the first point of contact for staff and/or students requiring emergency or medical assistance, ensuring that senior management are informed. Have to make outgoing emergency 999 calls which need to be handled immediately and with accuracy.

Be the first point of contact for any school transport issues, and troubleshooting issues that occur.

Provide reception/telephony cover taking messages or referring callers/visitors to the correct person. Ensure visitors are welcomed, correctly signed onto the premises. Checking they have appropriate documentation.
To regularly check the appearance of the main reception lobby inner reception and toilet areas and take necessary steps to keep free from clutter.

- Process the school's incoming and outgoing post, including electronic mail, ensuring that post is distributed/dispatched in good time.
- Responsible for the administration of business use drivers database
- Responsible for the administration of Parago – minibus bookings system
- Responsible and acting as the main link person for the organisation of various student-centered activities. This includes weekly GP medical appointments, whole school immunisations. Keeping parents/carers informed of appointments via text/email. Liaising with NHS immunisation team to book appointments.
- Issuing new parking permits for staff cars, keeping database up to date
- Arranging parents visits and school tours
- Providing support alongside colleague in the maintenance of registers and absences on Arbor
- Train and support new Reception staff
- Responsible for the signing out and safe storage of school keys
- Liaise with Facilities team on a daily basis in relation to building requirements, eg room set ups, minibus issues, parking issues.
- Maximise use of the text and e-mail service to parents, informing them of appointments and school events.
- Type a variety of correspondence using templates and setting up templates/layouts to suit the individual document, and to ensure documents are produced to the required standard and time scales.

- To oversee the correct procedures are completed in relation to Accident & Incident forms, and to produce reports as required. Liaise with HR in relation to absences as a result of an accident and follow up where necessary. Liaise with the RBWM Health & Safety Team and Health & Safety Executive when necessary.
- Co-ordinate paperwork relating to Off-Site activities, ensuring off-site forms are correctly completed, consent forms are up to date and readily available.
- Assist in the maintenance of Arbor student database.
- Maintain filing systems ensuring that filing is done daily and accurately and that records are kept up to date. Assisting with the upkeep of Archive room making sure records are easily accessible.
- Maintain a Reception Manual, ensuring it is regularly updated when necessary.
- Maintain and update information on the Noticeboards.
- Book meeting rooms on office calendar
- Undertake photocopying and scanning in line with the requirement for electronic storage of documents.
- Assist with and resolve reprographics issues when necessary.
- Assist staff with general enquiries regarding school procedures.
- Take part in training which is relevant to the role, and any relevant whole school training days.
- Perform duties in line with Health and Safety rules and to take remedial action where hazards are identified, ensuring all hazards are appropriately reported.

This is not an exclusive or exhaustive list but indicates the type of role and expectations to be placed upon the position. Other tasks commensurate with these may be required at the discretion of the Head teacher.

Person Specification

	Essential	**Desirable**
Qualifications and training	▪ GCSE English & Maths grade C / 4 or above ▪ Willingness to complete statutory first aid training	
Knowledge and understanding	• Strong IT proficiency (Microsoft Office/Google Workspace) and ability to quickly learn Management Information Systems (MIS). • Understanding of safeguarding principles, child protection, and visitor security protocols. • Clear understanding of GDPR and strict confidentiality. • Ability to prioritise competing tasks under pressure in a fast-paced environment. ▪ Must be methodical, precise and conscientious in meeting deadlines. ▪ Ability to work as part of a	• Working knowledge of school MIS platforms (e.g., Arbor, SIMS). • Knowledge of DfE statutory attendance codes and persistent absence procedures. • Familiarity with local authority SEN transport arrangements or multi-agency teams (e.g., SALT, Social Care).

	team or on own initiative ▪ Ability to develop and maintain good relationships with colleagues	
Skills and experience	• Working in a busy reception, front-of-house, or administrative role. • Maintaining accurate electronic records and databases with high attention to detail. • Communicating sensitively with the public, parents, or service users in person and by phone.	• Previous work in a school, educational, or care setting. • Direct experience supporting children or young people with Special Educational Needs and Disabilities (SEND). • Managing daily pupil attendance and chasing unexplained absences.
Other requirements	• Calm, patient, and approachable demeanour when interacting with pupils who may experience sensory overload or dysregulation. • Empathetic towards parents and carers facing complex barriers to school attendance. • Resilience, emotional maturity, and adaptability when routines change unexpectedly. • Commitment to the school's inclusive ethos and promoting equal opportunities for all learners.	• Ability to use visual communication aids or basic Makaton to greet pupils. • Proactive mind set for identifying attendance patterns and suggesting supportive early interventions.

Revised Nov 2026