



Lower School Receptionist

THE ROLE

The Lower School Receptionist at FSM works together with the Business Support Team to ensure the smooth running of the Lower School Office. In addition this role supports the Main School Office by way of providing cover on a rota system with the Upper School Receptionist to man the office on Saturday mornings when the pupils are at school. The Lower School Receptionist is accountable to the Finance and Operations Manager.

RESPONSIBILITIES

- Based in the Lower School Building, be responsible for the efficiency and productivity of the Lower School Office, ensuring that all Office related duties are carried out punctually and efficiently.
- Act as point of first contact for those who communicate with the Lower School via email. Phone or face to face.
- Pass on Prospective Parent inquiries to the Admissions Manager.
- Follow up of Morning and Afternoon Registrations if these have not been completed by the Teaching Staff.
- Manage Parent Teacher appointments for Lower School on Schoolbase and allocate appointments.
- Responsible for sending all relevant Lower School correspondence to parents via Schoolbase and ensuring that all comms are in line with FSM branding and standards of corporate style.
- Receiving Trip/Outing Authorizations from parents (e-form responses) and ensuring that authorized children are added to the correct groups on Schoolbase.
- Set up tagged groups for trip billing in Schoolbase.
- Ensure that stationery and other office supplies are ordered for the Lower School via the Bursary.
- Ensure that the Lower School Office is an organized, welcoming, safe and tidy environment.
- Liaise with Domestic Cleaning and Maintenance staff on any issues in the Lower School Building and Playground.

- Working with the Bursary, Admissions Manager and Nursery Manager to compile EYFS information and Planned Nursery Attendance.
- Working with the Bursary to prepare the Hampshire County Council EYFS grant claim.
- Enter the HCC EYFS Funding claim in the HCC portal within specific time frames.
- To use initiative and other skills to help the school, and the Headmaster, Manager of Finance and Operations and Head of Lower School to function more effectively and productively.
- Work with Teaching staff to facilitate the GL Testing process during the Autumn and Summer Terms.
- Take New and Second Hand Uniform requests from parents for uniform and pass on to the relevant staff member to procure.
- Coordinate After School Activities for Lower School (in tandem with the Upper School Receptionist) ensuring that Billing Data is entered into Schoolbase and attendance is monitored and attendance is monitored and reported to the Bursary at the end of Term.
- Provide cover for the Upper School Office at required times of sickness or absence.
- Escalate IT and Printer issues to the relevant staff and/or contractors. Ensure that toner supplies are maintained for the Lower School printers.
- Provide a weekly Bulletin to Lower School Parents detailing events or notices for the coming week.
- Manage enquiries for Tree Tots toddler group and liaise with the Nursery Manager on attendance numbers.
- Provide Termly Tea Club and Lunch Numbers to the kitchen (and update any changes throughout the term).
- Ad hoc duties as and when they arise.



PERSONAL ATTRIBUTES

- The job holder must contribute to the overall ethos, work and aims of FSM.
- Have an ability to deal sensitively, efficiently and pleasantly with all stake holders from pupils, to parents, School visitors and Directors.
- An excellent telephone manner.
- A good level of English and be a very proficient user of Microsoft Office including Excel and Word.
- Database and Google Docs experience would be an advantage.
- Very well organized with energy, efficiency and resilience – most of all patience with a good sense of humour.
- Be reliable, sensitive, warm and friendly. Excellent verbal and written communication skills. Calm, willing to use initiative and adaptable to change.
- Flexible, practical and able to take direction.
- Ability to prioritise Ability to work as part of a team.

HOURS OF WORK

Part Time Lower School Receptionist: 25 hours per week for term time (8am – 1pm) plus 4 weeks in the holidays to be agreed with Head of Lower School and Manager and Finance and Operations.

Salary: £11,000 per annum

In addition the post holder will be required to work Saturday mornings (8.45am – 12.45pm) during the term time, this will be shared with the Upper School Receptionist.

The above job description is a broad outline only.

Other duties appropriate to the post may be allocated following discussion and any further training as required.

APPLICATION PROCESS

An application form may be obtained by visiting the school website www.fsmschool.com/vacancies

Please submit your application form, with a covering letter to Mrs Fiona Willcox, Manager of Finance and Operations.

Applications should be sent by email to office@fsmschool.com

