

Job Description

Post: Reception Administrator

Location: Holybourne

Responsible to: Head of Admissions and Marketing

Main Purpose of job:

To provide a welcoming environment to all internal and external stakeholders visiting Treloar School and College.

Ensuring visitors are greeted, appropriately 'signed in' and responded to effectively. That staff are contacted when a visitor has arrived for them promptly.

Core duties:

- Acting as the first point of contact for all visitors, staff and students to Treloar School and College
- To sign in all visitors and advise of appropriate procedures when at Treloar's
- Manage the arrival of visitors from various entrances; front doors; rear Jowett Centre door etc.
- To operate the driveway barrier system and to report any concerns regarding the barrier to Facilities in the first instance
- To provide admin support to the School and College Administrator Coordinators; including booking rooms; typing letters, documents, data entry, collating documents, filing, as requested
- Provide a welcoming and supportive environment to support students completing internal work experience
- Monitor the visitor's car park; ensuring the staff are not utilising it to park and to report to Head of Admissions, Funding and Contracts if they do, with a reported log
- To send Clarion messages to external stakeholders, as required
- Arrange Community Skills monies and log all information on spreadsheet
- Update daily school/college attendance onto appropriate database
- Support with covering the Switchboard as and when required
- Collating all internal and external mail and distributing/franking as required; on a daily basis.

Other duties

- To support the Trust in safeguarding and protecting the welfare of all students.
- To ensure student safety and compliance with Health and Safety requirements, demonstrate equality and diversity, confidentiality and data protection.
- To maintain and develop own professional knowledge and awareness.
- To undertake any other such duties or general tasks and hours of work as may reasonably be required and any other responsibilities, which may from time to time, be delegated by your manager.
- A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in the post.

This job description is not meant to be exhaustive and will be reviewed with the post holder on a regular basis

**Sept 2026
HR Department**

Person Specification – Reception Administrator

MINIMUM	DESIRABLE
Qualifications • Good general education to GCSE level or equivalent (including Maths and English to level 2 or above)	
Skills and Knowledge • Excellent communicator • Microsoft Office proficiency, ideally 0365, particularly Word, Excel and Outlook • Good written and oral communication skills • Outstanding professional approach to dealing with the public at all levels Ability to relate to individuals at all levels	
Experience • Proven reception experience • Proven knowledge and experience of IT • Customer service expertise • Experience within a customer face environment	
Personal qualities • Confidence when dealing with the public in a variety of situations • Friendly and welcoming at all times • Team player • Self-motivated and confident • Able to respond to a varied and changing workload • Commitment to equal opportunities • A commitment to promoting and safeguarding the welfare of students • Smart and well presented • Flexible	
Treloar Trust is committed to safeguarding children, young people and vulnerable adults. All successful candidates will be subject to a Disclosure and Barring Service Check along with other relevant employment checks.	