



The
Ladies' College
Guernsey

Melrose Receptionist and Office Administrator



Melrose Receptionist and Office Administrator

As the first point of contact for parents and visitors to Melrose and Pre-School, this role is essential to creating a warm, welcoming and supportive environment. Upholding our school values of integrity, bravery, and kindness, they provide the utmost assistance, ensuring all interactions are handled with respect and understanding.

General Description

1. To act as front of house Reception in Melrose;
2. To ensure the efficient running of the Melrose school office;
3. To provide administrative support to the Head of Melrose (or as directed to the Deputy Head of Melrose);
4. To act as a First Aider (administering front line First Aid);
5. To work closely with the Senior School Office team to streamline areas of administration and share knowledge and training.

Reporting Line

This role reports to the Head of Melrose, or the Deputy Head Teacher of Melrose in her absence.

The following list of duties is intended as an indication of the scope of the post. It is not a comprehensive list, and the duties may be varied from time to time at the discretion of the line manager.

General Duties – Melrose Receptionist and Office Administrator

- to deal with all Reception matters; including: managing the switchboard, receiving and responding to enquiries, the signing in/out of and assisting visitors in accordance with safeguarding procedures, processing post, managing lost property;
- to undertake general administrative and secretarial duties as reasonably assigned by the line manager; including: managing and recording orders and arrangement of travel bookings;
- to update the College's management information system in respect of registration matters; reconciling daily absence information, informing staff of any pupil absences and providing backup paper registers. Notifying staff of any forthcoming pupil absences;
- to provide administrative support in relation to student behaviour management, attendance and recognition matters (as directed by the line manager or pastoral team);
- to administer attendance registers for the purposes of fire drills and emergencies;
- to oversee the Melrose student roll call during emergency evacuation drills;
- to liaise with the Finance Team regarding the collection and administration of petty cash and payments for activities/events as required.

General Duties – Administrative support for the Head Teacher of Melrose

- Managing and maintaining the Head Teacher’s diary, including scheduling and coordinating meetings and appointments;
- Making meeting arrangements such as room bookings, refreshments, and resources as required;
- Acting as a first point of contact for queries, ensuring matters are directed appropriately and dealt with in a professional and timely manner;
- Supporting the Head Teacher with the preparation of documents, correspondence, and reports;
- Assisting with the organisation of school events and visits involving the Head Teacher.

General Duties – Care & Welfare

- to act as a First Aider and the primary point of contact for medical care in Melrose, and to ensure those who are unwell or injured receive the highest quality care and support and managing the handover of pupils to parents;
- to prepare and maintain first aid kits throughout Melrose, including completion of an annual replenishment of these at the end of the Trinity Term or as required;
- to complete 3-day First Aid training on a three-yearly basis. Yearly updates may also be requested as part of ongoing CPD;
- to liaise with School Nurse and other health agencies and informing staff of relevant arrangements;
- to liaise with the College’s Lead First Aider (based in Senior School) on the creation, review and updating of Melrose pupils’ individual health care plans and the school’s record of students with medical conditions (annually, or when changes) sharing relevant updates with staff and parents as appropriate.

College Events

- to support the co-ordination and organisation of key events in the Melrose calendar, including but not limited to Harvest Festival, Carol Service, school concerts, productions;
- to organise refreshments, as appropriate, at school functions and events;
- to liaise with Melrose PTA as a collecting point for forms, raffle prizes and money

Hours

08:00-16:30 Monday – Friday (includes daily 30-minute lunch, unpaid)

Term time only (36 weeks), plus 10 days (of 7.5 hours), comprising:

- 3 INSET days (one per term)
- 7 days to be worked outside of term time to include start/end of academic year days etc and to be agreed with the line manager.

Equal Opportunities

The Ladies’ College is an equal opportunities employer and does not discriminate against applicants on any grounds. The criteria for selection relate purely to the suitability of an applicant for the job for which they are applying.

Safeguarding

The Ladies' College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The successful applicant will be required to satisfy our standard employment checks, including the completion of a DBS Enhanced Disclosure check. It is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children.

Data Protection

This data has been requested by The Ladies' College exclusively for the purpose of recruitment. The Ladies' College will ensure that this is processed in compliance with its Privacy/Data/General Data Protection (GDPR) policy and Data Protection (Bailiwick of Guernsey) Law, 2017, and will ensure that any information disclosed within this form is not passed to anyone who is not authorised to have this information.