

Administration Receptionist

Kingswood Primary School

188 Gipsy Road
London
SE279RD

Fixed Term

Candidate Pack 2026



Welcome from the Headteacher

We wish you a warm welcome to Kingswood Primary School. Kingswood is an inclusive and vibrant school, located at the heart of our local community. We value and celebrate our local ties, building strong partnerships with all our stakeholders. At Kingswood Primary, we ensure that our values, through our Kingswood Values: Kindness, Resilience, Empathy and Respect, are at the heart of our interactions and relationships with our entire school community.

At Kingswood, we affirm the boundless potential of every individual to achieve excellence. We seek to establish rich learning opportunities, which inspire progress, celebrate effort and challenge underachievement. We are relentless in our efforts to remove barriers to all children achieving. We consider the well-being and empowerment of our children, as central to this aim. Our work is to ensure that Kingswood children can identify examples of excellence around them and that they are able to recognise their own brilliance in these examples.

As a school community we believe we are most empowered when every child, irrespective of background is able to build their self-esteem, by recognising excellence in themselves. During current and future challenges, we remain determined to maintain and refine our practice as a wholly inclusive place of learning. We are and will continue to be an environment within which every child not only feels happy and safe but also has opportunity to thrive.

At Kingswood, we value the voices of all members of our school partnership. We enjoy a rich tradition of parental support and professional dialogue, toward maximising positive outcomes for children. Our curriculum and vision is broad, balanced, relevant and 'futures-focused'. We seek to support our children in their journey as lifelong learners, through enriching exchanges and an environment that is attractive, stimulating and inspiring.

We continue to dedicate ourselves toward providing rich opportunities for learning in the present, whilst preparing our children for dynamic and successful futures in an ever-changing world.

Think about your skills, expertise and ambitions carefully and apply for a post with us if you like what you see. I encourage you to familiarise yourself with our website for more information. We are an ambitious family of schools and are keen to recruit the very best to join our fantastic team.

We're looking for an Administration Receptionist who:

- provides exceptional customer service
- creates a welcoming first impression for every visitor
- communicates professionally with pupils, families and colleagues
- is highly organised and able to manage competing priorities
- enjoys working as part of a busy school office team
- is committed to safeguarding and supporting every child
- demonstrates initiative, flexibility and professionalism every day

We believe that adults who never want to stop learning themselves inspire that same desire in our pupils. We're looking for talented staff to further enrich our organisation and develop our practice. Our staff use their expertise to innovate, improve, and drive our school forward. If you are keen to continue developing your learning and skills, we can offer outstanding opportunities both within our school and beyond.

We welcome visits to our schools, please contact us via emailing office@kingswoodprimary.co.uk

Ms K Foster
Headteacher

Your CPD Opportunities

We value all members of our staff team, including our administrative and support staff – as our greatest asset.

At Kingswood Primary School, we are committed to supporting the professional development of support staff through a structured and flexible programme of Continuous Professional Development (CPD).

As an Administration Receptionist, you will have access to:

- Training in school systems such as Arbor, attendance and safeguarding systems
- Ongoing development in customer service, communication and front-of-house professionalism
- Safeguarding and child protection training in line with statutory requirements
- Opportunities to develop skills in school administration, organisation and data management
- Access to First Aid training and health & safety development (including Fire Marshall training)
- Opportunities to attend external courses and local authority training where appropriate
- Support from experienced colleagues and senior leaders to develop confidence and expertise in your role

We encourage all staff to take ownership of their professional growth. Through appraisal and regular support, you will be able to identify development goals and access relevant training to help you succeed.

At Kingswood, we believe that when staff feel confident, skilled and supported, they are able to make the greatest impact on the children and families we serve.

The Interview Process

Our interview process consists of three parts:

- A practical administrative task
- A short in-tray or scenario-based exercise
- A panel interview

Full details of the process will be contained in your interview invite email.

How to Apply

Please email your completed application form and supporting statement to office@kingswoodprimary.co.uk

Shortlisted candidates will be notified by telephone and also by email. **We will take up references of shortlisted candidates prior to interview.** Unfortunately, due to the very high level of response we receive for posts at Kingswood Primary School, we are unable to inform applicants if they have not been shortlisted and feedback will only be provided if you have had an interview.

Our Ethos and Mission

Our core focus is a holistic approach to the development of the whole child so that all pupils leave our schools as creative, confident, curious members of their communities.

- Creative
- Confident
- Curious

By the end of Year 6 our aim is to ensure that all pupils will:

- Have a strong sense of their identity and feel empowered to be active participants in their communities
- Have a strong sense of agency in their education
- Be emotionally literate and have the skills to nurture themselves and each other
- Understand the importance of and how to keep themselves mentally and physically well
- Have strong foundational skills in reading, writing and maths, ready for their next stage in life and beyond
- Have a love of learning, including interests and passions, across a broad range of subjects
- Develop a sense of identity in what they are studying – have the knowledge and skills to view themselves as scientists, historians, mathematicians etc.

Kingswood primary school is striving to provide our children with the best of both worlds: the resilience, continuity and educational best practice of a highly collaborative and dynamic Kingswood, and the warmth, personality, and distinctive identity of a local community school.

We recognise the potential of every individual to achieve excellence. We strive to positively address underachievement and have very high expectations for all members of our school community. We work hard to creatively remove barriers to achievement and raise esteem. We are determined to create a true culture of “learning for all” through meaningful partnerships with the whole Kingswood community. We aim to deliver a creative curriculum in an optimum learning environment that is attractive, stimulating, informative and instils a sense of pride. Everyone works to provide a welcoming, calm, happy and purposeful atmosphere. Consideration, encouragement of positive role models, respect for others, their property and the environment are our priorities.

From our stated aims, the whole Kingswood community works to achieve the following objectives:

- A happy, calm and nurturing Kingswood community;
- Engaging learning through a dynamic and creative curriculum
- Mutual respect and understanding;
- An inclusive education free from discrimination;
- Removing barriers to allow everyone to achieve
- Actively responding to pupil voice
- Building resilience and love of learning
- Refining our practice through evidence-based research.

Job Description including Main Duties and Responsibilities

Start date	September 2026
Salary	Scale 3
Pension	Support staff pension
Contract	Fixed Term
Responsible to	Senior administration officer
Other Benefits	Contribution to eye care, Annual season ticket loan and cycle scheme.
Application deadline:	Friday 10 July
Interview Date:	Wednesday 15 and Thursday 16 July.
	Completed application should be sent to: office@kingswoodprimary.co.uk

Purpose of Job

- The Administration Receptionist is a member of the school support staff team responsible for making sure that the efficient and effective organisation and administration of school processes, procedures and policies delivers the best possible customer service to all stakeholders internal and external to the school.
- The purpose of the Administration Receptionist role is to support the Senior Administration Officer in managing the full range of administrative functions within the school.
- The post holder will often be the first point of contact, providing advice and guidance to parents and visitors on a wide range of school policies and procedures, and is therefore expected to demonstrate exemplary customer service to both internal and external customers.

Main Responsibilities

To communicate with people in person, on the telephone and by email to:

- welcome pupils, parents and other visitors to the school,
 - respond to queries,
 - provide information and services,
 - take and record messages (using the school systems).
- To receive telephone calls via the switchboard, dealing with front line enquires from parents, staff, governors, outside agencies, etc politely and efficiently, passing on messages as appropriate.
 - To ensure that all visitors to the school are welcomed in a polite, professional, friendly manner, are signed in, issued with visitor passes where necessary and are made aware of the school's safeguarding policy.
 - To ensure that the reception area is kept tidy and welcoming at all times.
 - To ensure that all student enquires are dealt with appropriately and in a timely manner.
 - To contact parents/legal guardians regarding the collection of sick students.
 - To receive and check daily post and distribute to staff as appropriate, within 24 hours.
 - To assist with general office duties including photocopying, messaging, general communications and filing.

- To support the school's provision of First Aid (after training) in the event of accident or injury and for the completion of relevant documentation per school procedures.
- Undertake Fire Marshall duties (training provided).
- To assist with the admissions process, providing information to prospective parents.
- To managing student attendance information on the school SIMS system.
- Ensure absence calls are made on the day of absence and information is recorded on the school SIMS system (training provided).

General

- To undertake any other task deemed necessary by any other member of the Senior Leadership Team (SLT) or the Office Manager commensurate with the level of this post to help support teaching and learning within the school.
- To understand the importance of the Data Protection Act (2018) and GDPR and their application in the workplace.
- To apply the principles of the DfE's statutory guidance 'Keeping Children Safe in Education' and the school's Child Protection and Safeguarding Policy.
- To implement other school policies consistently.
- To keep up to date with the academic calendar.
- To attend and participate in meeting and training as required.
- To participate in the school Appraisal scheme, including target setting and review.

Functional Links

- To liaise with all officers of Lambeth Council and the LA.
- This post holder will have regular contact with providers of goods and services, members of the public, governors, and Senior Leadership Team members.

Other Relevant Matters

- These duties are neither exclusive nor exhaustive. The details and responsibilities of the post may change as requirements and circumstances change. The post holder may be required to carry out such other duties as requested by the Head Teacher and SLT that are broadly within the level of the post.

Equal Opportunities

You are required to

- Implement the Council's Equal Opportunities Policy and work actively to overcome discrimination on the grounds of race, gender, disability, sexuality or status in the Council's service.
- Take responsibility, appropriate to the post for tackling unlawful discrimination amongst all groups in line with the Equalities Act 2010.

Safeguarding

You are required to remain vigilant and do everything possible to protect students and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an

absolute requirement to report to the Headteacher any incident of this nature you witness, hear about or suspect

Health and Safety

In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to monitor and maintain a safe and secure working environment. It is expected that whilst maintaining an effective and efficient working environment you will comply with safety rules and procedure and ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for the school community.

Data Protection

All staff have a duty to ensure any personal data collected about staff, pupils, parents, governors, visitors and other individuals is collected, stored and processed in accordance with the [General Data Protection Regulation \(GDPR\)](#) and the provisions of the Data Protection Act 2018 (DPA 2018).

This includes an absolute requirement to report to the Headteacher any data breach you witness, hear about or suspect. This applies to all personal data, regardless of whether it is in paper or electronic format.

Person Specification

Qualifications and experience	Essential	Desirable
Qualification at grade C or above in English and Maths GCSE or equivalent.	√	
Previous experience of working as a receptionist/office administrator.	√	
Previous experience of working within a school environment.		√
Knowledge and skills		
Good verbal and written communication skills with the ability to communicate effectively with colleagues, parents/carers, students and other professionals.	√	
Meticulous organisational skills, with close attention to detail.	√	
Good standard of numeracy and literacy skills.	√	
Proficiency in the use of office computer software including word-processing, spreadsheets, database and internet systems.	√	
Ability to build and form good relationships with students, parents/carers, colleagues and external agencies including social workers and the police.	√	
Ability to work constructively as part of a team, understanding school roles and responsibilities including own.	√	

Ability to absorb and understand a wide range of information and deal with confidential issues appropriately.	√	
Willingness to undertake First Aid training.	√	
Experience of being a First Aider		√
Experience in the use of SIMS as a Management Information tool.		√
Working knowledge of relevant policies, procedures, codes of practice, and awareness of relevant legislation.		√
Personal Qualities		
Initiative and ability to prioritise one's own work.	√	
Able to follow direction and work in collaboration with line manager.	√	
Able to work flexibly to meet deadlines and respond to unplanned situations.	√	
Desire to enhance and develop skills and knowledge through CPD.	√	
Commitment to the highest standards of child protection and safeguarding.	√	
Recognition of the importance of personal responsibility for health and safety.	√	
An understanding of the importance of Safeguarding students in a school setting.	√	
An understanding of data security and confidentiality in the work place.	√	

Equal Opportunities

Kingswood is an equal opportunity employer. We welcome applications from all suitable candidates, regardless of race, gender, sexual orientation, disability or age. All applications are treated on merit.

Safeguarding

Kingswood Primary School and Lambeth council are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. All staff will be expected to hold or be willing to obtain an enhanced DBS disclosure for this authority.

Name of Post holder:

Signed:

Date: