



SAMUEL  
MARSDEN  
COLLEGIATE SCHOOL

## POSITION DESCRIPTION

<b>POSITION:</b>	Reception & Attendance Administrator
<b>REPORTING TO:</b>	Operations & Logistics Manager
<b>DATE:</b>	June 2026

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## POSITION PURPOSE

As the Reception and Attendance Administrator, you will serve as the welcoming face and voice of the school while providing essential administrative support and meticulously managing student attendance systems. This role ensures a positive, professional first impression for all stakeholders, maintains the smooth day-to-day operations of the front office, and safeguards student wellbeing by accurately tracking daily attendance and promptly resolving unverified absences.

This is a dynamic role. On the front desk, you will handle everything from general inquiries and student first aid to mail distribution and ad-hoc administrative requests from staff. Behind the scenes, you act as the administrative backbone for student safety, taking primary responsibility for our daily attendance systems. This requires high attention to detail as you track absences, chase down unmarked rolls period-by-period, and communicate directly with families to verify student whereabouts. Ultimately, you are the central hub of information for the school, ensuring that communications flow smoothly, administrative tasks are completed to a high standard, and every student is accounted for.

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## OBJECTIVES OF THE POSITION

- **Student Safety & Accountability:** To maintain an accurate, real-time record of student attendance, ensuring that all unexplained absences are investigated promptly and effectively to safeguard student welfare.
- **Exceptional First Impressions:** To deliver outstanding customer service by providing a welcoming, professional, and efficient front-of-house experience for students, parents, staff, and visitors.
- **Operational Efficiency:** To ensure the smooth day-to-day running of the school's main office by executing daily, weekly, and termly administrative tasks, from mail distribution to room bookings with high accuracy and attention to detail.
- **Effective Communication Hub:** To act as a reliable communication bridge between home and school, ensuring messages, e-Forms, absence verifications, and general queries are handled and dispatched promptly.

- **Health, Safety, & Wellbeing:** To support the pastoral care of students by providing reliable first aid assistance, managing student medication responsibly, and ensuring the reception environment is safe and well-maintained.
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## KEY RESPONSIBILITIES

- **Daily Roll Management:** Manage the daily absence systems, serving as the primary administrator for student attendance.
  - **Teacher Follow-up:** Monitor and send reminders for unmarked relief and regular class rolls each period.
  - **Parent/Caregiver Communication:** Run daily reports for absences and proactively follow up with families via phone or email if students do not arrive at school.
  - **List & Data Management:** Create unsupervised study lists, make daily rolls, and load attendance for specialised activities (Music, Speech & Drama).
  - **First Impressions:** Answer phones, transfer calls, monitor the reception email inbox, and handle general queries from students, staff, and visitors.
  - **Student Services:** Manage the student sign-in/out tablet, study roll, distribute daily messages, and manage the student lost property.
  - **Health & Safety:** Administer first-aid at reception, distribute student medication safely, and provide reception cover when the School Nurse is absent.
  - **General Administration:** Process mail (receive, sort, deliver, send, courier)
  - **Facilities & Environment:** Ensure the reception area is tidy, manage the background music on the tablet, and maintain staff kitchen duties (empty/fill the dishwasher, end-of-day cleanup).
  - **Admin Tasks:** Print weekly planners for staff and cleaners, Update and print content for the Emergency Folders and participate in Fire Drills, Replenish first aid supplies and student badges, Manage lost property, and manage school gowns.
  - **Bookings & Logistics:** Manage room bookings and coordinate external, school bus, or van bookings.
  - **Systems Support:** Order replacement student ID/Snapper cards, assist with data mining queries from staff, and send emails on behalf of teachers when required.
  - **General Tasks:** Create labels, manage keys, update school forms, monitor the Facebook uniform page, and manage the washhouse/laundry.
  - Undertake various ad-hoc tasks as directed by your manager to ensure smooth operations of the team and adapt to changing business needs.
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## SKILLS AND EXPERIENCE REQUIRED

- **Excellent Communicator:** Able to speak candidly yet empathetically with parents, teachers, and students, especially when handling sensitive issues like unverified absences or unwell students.
  - **Highly Organised:** Capable of seamlessly multitasking between welcoming visitors, answering front-desk queries, and running period-by-period attendance audits.
  - **Tech-Savvy:** Comfortable navigating school portals, sending e-Forms, running database reports, and managing digital sign-in systems.
  - **Team Player:** Ready to share responsibilities, back up colleagues, and maintain a positive, welcoming atmosphere at the front line of the school.
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## EMPLOYMENT TERMS

### Remuneration

The remuneration package will be negotiated depending on skills and experience.

### Hours of Work

This is a permanent, term time only role (38 hours per week). Flexibility to work outside normal business hours may be required.