

**Role: School Secretary / Receptionist****12 June 2025****Reports to: Headteacher****Location: Acacia School, Livingstone**

As the first face and voice of Acacia School, our School Secretary plays a vital role in ensuring the smooth daily operation of the school. The successful candidate will be expected to carry out a wide range of responsibilities with professionalism, warmth, discretion, and a commitment to excellence.

**Core Responsibilities:****1. Front of House Duties**

- Serve as the first point of contact for all visitors to the school.
- Greet parents, prospective families, contractors, and guests with courtesy and professionalism.
- Ensure the reception area is welcoming, tidy, and well-organised at all times.

**2. Telephone and Communication**

- Answer all incoming telephone calls promptly and politely.
- Handle general enquiries or forward them to the appropriate member of staff.
- Take and relay accurate messages as required.

**3. Admissions Support**

- Be at the forefront of our admissions process by providing initial information to prospective families.
- Issue application packs, track application progress, and book interviews/tours as directed by the Head.
- Maintain accurate admissions records and assist with the preparation of enrolment documents.

**4. Parental Support and Uniforms**

- Assist parents with enquiries relating to school uniform, including stock availability, sizes, and orders.
- Sell uniforms and keep accurate records of stock and sales.
- Provide practical support to families as needed.

## **5. Written Communications**

- Draft, edit, and respond to emails on behalf of the school and the Headteacher.
- Support in the preparation and formatting of letters, newsletters, and notices.
- Maintain electronic filing systems for all correspondence.

## **6. Social Media and Public Image**

- Assist in managing the school's social media presence under the direction of the Head.
- Post updates, manage engagement, and ensure a consistent, positive online image.
- Liaise with staff for content and school event coverage.

## **7. Finance & School Fees**

- Receive and issue receipts for payments related to school fees, uniforms, trips, and events.
- Manage petty cash with clear records and accountability.
- Handle basic banking tasks including deposits and withdrawals.
- Support the Head in the oversight of fee payments, issuing reminders and tracking balances.

## **8. Procurement & Local Errands**

- Purchase essential supplies in town as needed (e.g. stationery, cleaning products, classroom resources).
- Maintain relationships with reliable local suppliers.
- Ensure all receipts are properly logged and reconciled.

## **9. General Administrative Support**

- Provide day-to-day assistance to the Headteacher as needed.
- Support staff with printing, filing, and copying.
- Help prepare for events, meetings, and school functions.
- Undertake any other reasonable duties required to support the effective running of the school.

This role is central to the life of the school and demands someone who is highly organised, trustworthy, and confident with both people and systems. Our ideal School Secretary will combine efficiency with warmth and take pride in being an integral part of the Acacia family.

## Experience and Skills Required

- **Previous experience in a public-facing administrative or customer service role** is essential – ideally in a school, clinic, office, or similar environment.
- Strong interpersonal skills and a **warm, approachable demeanour**.
- Proficient in **Microsoft Office**, particularly **Word, Excel**, and **Outlook**.
- Confident in using email and **basic digital systems** for communication and record-keeping.
- Experience in **handling cash and payments**, issuing receipts, and basic bookkeeping.
- Comfortable using or learning **simple financial and school management systems**.
- Strong written and spoken English skills.
- Ability to work with **discretion, accuracy, and efficiency**, often under pressure.
- Organised, reliable, and proactive, with the ability to manage competing priorities.