



The Forge Secondary Short Stay School, Redditch

Easemore Road
Redditch
Worcestershire
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sgrewal@theforge.worcs.sch.uk

Business Operations Administrator/Receptionist

Scale 2 (points 3-4) - £24,796 - £25,185 (pro-rata £21,781 - £22,123) this is the starting salary *per annum*

37 hours per week - term time only plus 5 Ted days.

Monday to Thursday 8.10am to 4.05pm and Friday 8.10am to 4.00pm (includes half an hour unpaid break)

We are seeking to appoint an efficient and friendly Business Operations Administrator/Receptionist to our Business Operations Team.

You will be the first point of contact for pupils, staff and visitors to the school and responsible for creating and maintaining a welcoming environment. You will be a great communicator with excellent people skills and able to relate well to a range of audiences. You must be discreet, resilient and able to maintain your cool under pressure.

The Forge is a Short stay school (PRU) who has a dedicated team of caring professionals with expertise in engaging and transforming the lives of young people who are at risk of exclusion or have been excluded from mainstream schools.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share this commitment. An enhanced DBS disclosure will be requested for the successful candidate in accordance with Safeguarding Children and Safer Recruitment in Education legislation.

If you like a challenge and would like to test your skills in a rewarding yet demanding environment, we would like to hear from you

Please return completed application forms to sgrewal@theforge.worcs.sch.uk

Closing Date: Friday 31st October 2025

Interview Date : to be held as soon as candidate is available

JOB DESCRIPTION

Job Title	Business Operations Administrator/Receptionist
Grade	Scale 2 (points 3 - 4)
Working Hours	37 hours per week term time plus 5 additional training days
Purpose of role	• To provide an efficient, professional and welcoming front of house service to visitors to the school. • To provide a high quality reception service to the school, including answering telephones. • To provide efficient and effective administrative support to assist in the smooth running of the school.
Reporting to:	Business Operations Manager
	<u>Reception duties</u> • To undertake reception duties, signing in visitors and answering routine face to face enquiries in a professional and welcoming manner • To answer telephone calls in a professional manner and forward incoming calls and messages efficiently • To maintain a tidy and welcoming reception area • To sort and distribute incoming post and prepare outgoing mail by using the schools franking machine and post out on time <u>Administration duties</u> • To input and maintain school data and produce reports as required • To undertake drafting and typing of routine letters and other documents and forms as required • To photocopy and collate documents as required • To undertake filing, faxing, emailing as required • To coordinate the efficient booking of all school transport arrangements to ensure pupils are collected and dropped off at the appropriate locations in a timely and effective manner • To apply for school transport for new pupils • To assist with the ordering and control of stationery supplies for the school • To maintain stock and stationery supplies • To maintain personal and professional development to meet the changing demands of the role and to participate in appropriate training as required • To organise staff collections for Birthdays, celebrations and leaving • To make attendance check calls AM and PM and complete the attendance log for each pupil • To ensure the schools Parent Mail is kept up to date • To liaise with our school meal provider to order school dinners and inform them of any dietary requirements • To assist the Business Operations Manager with pupil enrolments which includes checking FSM entitlement • To assist the Business Operations Manager with the maintenance of the schools records management systems, including the efficient transfer of data for the new academic year and archiving.

PERSON SPECIFICATON

	Essential	Desired
Qualifications	• GCSE or equivalent in English and Maths.	First aid
Experience	• Experience of providing excellent reception/front of house services • Experience of providing excellent administrative and secretarial services • Experience of working with a range of software packages.	• Understanding of school roles and responsibilities • Working knowledge of the SIMS database • Knowledge of school protocols • Working knowledge of policies/codes of practice/legislation relating to schools. • Experience of working in a School
Skills & Ability	• Excellent communication skills • Excellent IT skills, including typing • Excellent numeracy/literacy skills • Excellent organisational and planning skills, including the ability to be flexible in order to achieve objectives • Ability to focus on detail and accuracy when entering data and preparing documents • Ability to form good working relationships with colleagues and stakeholders and work constructively as part of a team • Enthusiastic, innovative and forward-looking • Ability to work within clearly defined rules and procedures and show initiative and be creative when dealing with the daily administration of the school • Ability to work to strict deadlines.	• Ability to work to professional standards, to develop effective working relationships, think independently and make sound judgments • Ability to influence others through persuasion and discussion.
Other	• Be a good Team player • Have excellent attendance & timekeeping • Have a 'can do' manner	