



Ursuline
High School
WIMBLEDON



URSULINE HIGH SCHOOL

STUDENT SERVICES ADMINISTRATOR

JOB DESCRIPTION

Post Title: Student Services Administrator

Part-Time: 5 Days / Mornings Only, 8:30am – 12:30pm Term time only [39 weeks]

Grade: ME4, points 3 – 4, £28,616 - £29,025 Paid Pro Rata

Responsible to: Office Manager

Date: September 2026

General Purpose:

To provide a welcoming, professional and efficient front-of-house service while delivering high-quality administrative support across the Student Services department. The postholder will be the first point of contact for students, visitors, staff and external agencies and will work flexibly to support all areas of Student Services, ensuring an effective and responsive service.

The postholder will contribute to the smooth running of Student Services by supporting reception functions, attendance administration, student records, welfare administration and general administrative processes, whilst providing excellent customer service and maintaining the highest standards of confidentiality and professionalism.

The key duties of this post will generally include:

Organisation

- To contribute to the effective day-to-day operation of the Student Services department.
- To provide administrative support across Student Services functions, ensuring systems and procedures are followed consistently.
- To work flexibly across Student Services to meet operational priorities and changing service requirements.
- To maintain effective working relationships with students, staff, parents/carers and external agencies.
- To support Student Services projects, events, enrolment and induction activities as required.
- To assist in maintaining efficient administrative systems and processes to support service delivery.

Reception and Front of House

- To act as the first point of contact for students, parents/carers, visitors and external agencies.
- To provide a welcoming, professional and responsive reception service at all times.
- To ensure all visitors comply with safeguarding, security and visitor management procedures.
- To operate visitor sign-in systems and issue visitor badges in accordance with school procedures.
- To answer telephone calls, respond to enquiries and direct queries to the appropriate member of staff.
- To manage incoming and outgoing post, deliveries and courier services.
- To maintain a clean, organised and professional reception environment.

Administration

- To provide administrative support across all areas of Student Services.
- To process and maintain student records, ensuring information is accurate, up to date and confidential.
- To support attendance administration, including recording, monitoring and reporting attendance information.
- To assist with student absence reporting and communication with parents/carers as required.
- To support behaviour, safeguarding and welfare administration processes.
- To maintain accurate electronic and paper filing systems.
- To update and maintain Management Information Systems and associated databases e.g. supporting with FSM data, timetable data etc
- To produce letters, reports, forms and other documentation as required.
- To support the organisation and administration of student appointments, meetings and interventions.
- To prepare documentation and information for use by Student Services staff and senior leaders.

Student Support

- To respond to routine student enquiries and direct students to the appropriate support service or member of staff.
- To support the coordination of appointments for Student Services staff.
- To assist students with general welfare enquiries and services where appropriate.
- To provide administrative support for student support meetings, interventions and reviews.
- To contribute to the provision of a calm, supportive and student-centred environment.

Systems, Resources & Finance

- To operate relevant school systems and IT packages, including Management Information Systems and Microsoft Office applications.
- To maintain accurate records and databases to support Student Services functions.
- To assist with the preparation of reports, lists, letters and forms as required.
- To order stationery and office supplies in line with school procedures.
- To support departmental events, activities and projects.
- To provide administrative cover for colleagues during periods of absence or increased workload.
- To maintain records that satisfy audit, inspection and compliance requirements.

First Aid, Welfare and Reception

- To contribute to the administration of first aid provision within school, in accordance with school policies.
- To support providing first aid when required and ensure appropriate records are maintained.
- To support the pastoral and welfare needs of students through effective office and reception practices.

Responsibilities

- To contribute to the overall ethos, work and aims of the school, working in a positive, professional and supportive manner.
- To promote excellent customer service standards in all interactions.
- To maintain confidentiality and comply with Data Protection and GDPR requirements.
- To develop constructive relationships and communicate effectively with staff, students, parents/carers and external agencies.
- To comply with school policies and procedures relating to safeguarding, child protection, health and safety, security, confidentiality, data protection and equal opportunities.
- To report safeguarding, welfare or health and safety concerns to the appropriate person in accordance with school procedures.
- To attend and participate in meetings as required.
- To participate in training, performance development and other learning activities.
- To contribute positively to the continuous improvement of Student Services processes and systems.
- To undertake such other duties as may be required by the Headteacher, Student Services Manager or Senior Leadership Team, consistent with the grade and responsibilities of the post.