



The Royal School

Wolverhampton



CANDIDATE INFORMATION PACK
Receptionist and Attendance Administrator -
Primary School
START DATE OCTOBER 2026



The Royal School
Wolverhampton

WELCOME MESSAGE FROM OUR PRINCIPAL

Dear Candidate,

Thank you for your interest in the post here at The Royal School, Wolverhampton. We are keen to make sure you have a clear sense of our journey so far, and the direction we are heading, as you consider whether this is the right school for you.

The Royal is shaped by a distinctive heritage; a long-standing commitment to academic excellence and character education; and a strong civic mission rooted in inclusion and opportunity. Our work is values-led and purpose-driven: widening access, strengthening belonging, and enabling every young person to thrive and achieve their best.

The Royal School, Wolverhampton is a non-selective, co-educational, all-through day and state boarding school for pupils aged 4–19, serving Wolverhampton and the surrounding area. Through our boarding provision, pupils also join us from across the world, bringing a wider national and international perspective that enriches school life for everyone. Alongside a strong academic curriculum, we place real emphasis on wider learning—sport, music, the arts, clubs, leadership and service—so that pupils develop confidence, character, and the ambition to succeed locally, nationally and internationally.

We are privileged to have the support of our Patron, HRH The Duke of Edinburgh, and we are entering an exciting phase of development, including planned redevelopment of all of our facilities and learning environment starting later this year.

We welcome your application to be part of our community and would be delighted to invite you to visit and see the school in action, or to call us to talk the role through.

Mr Tom Macdonald
Principal



THE ROYAL SCHOOL WOLVERHAMPTON |



Job Description:

Job Title:

Receptionist and Attendance Administrator

Accountable to:

Primary Headteacher's PA (reception); School Attendance Officer and Primary Headteacher (attendance practice and reporting) – to be confirmed against the Royal line-management structure

Terms of employment:

37.5 hours per week (1.0 FTE), term time +2 (negotiable) plus INSET days as directed. **Job share roles would be considered**

Start Date: October 2026

Salary: Grade 4 £13.69-£14.59 per hour

Receptionist & Attendance Administrator

Are you organised, approachable and passionate about supporting children's education? The Royal School are seeking a Receptionist & Attendance Administrator to be the welcoming face of our Primary phase.

This is an excellent opportunity for a highly organised individual with strong administrative skills, attention to detail and a commitment to delivering outstanding customer service within a busy school environment.

Join our dedicated team and help make a positive difference to the daily experience and wellbeing of our pupils and families.

Purpose of the role

The Receptionist and Attendance Administrator is the first point of contact for the Primary phase – welcoming parents, pupils, staff, visitors and outside agencies – and is responsible for the accurate, timely administration of attendance registers and records within Primary. The postholder combines a warm, professional front-of-house presence with meticulous administration, working closely with the School Attendance Officer, Phase Leaders and class teachers to promote excellent and ensure no child's absence goes unexplained or unnoticed. The role sits within a small Primary office team alongside the Administrative Team, who provide reception cover while the postholder is undertaking Administration duties, is at lunch, or is otherwise away from the desk, ensuring reception is staffed continuously between 8.00am and 4.30pm.

Working Pattern

Each working day is made up of approximately 3 hours of dedicated Administration duties (normally in the period following morning registration, when first-day absence contact and register-checking are most time-critical) and the remaining hours on Reception and general administrative duties. The precise daily pattern will be agreed with the Primary Headteacher's PA according to the rhythm of the school day, and may vary to reflect peaks in attendance-related workload, for example the start of term or key reporting points. During Attendance Administration periods, over lunch, and at any other time the postholder is away from the desk, the Administrative team cover reception under the postholder's guidance, so that visitors, calls and pupil queries are never left unattended.

Main Duties and Responsibilities

Reception and Front of House

- Act as the first point of contact for the Primary phase, welcoming parents, pupils, staff, visitors and outside agencies with warmth, courtesy and professionalism.
- Operate the school's visitor sign-in system, checking identification and issuing passes in line with the school's safeguarding and site security procedures.
- Answer, screen and direct telephone calls and general email enquiries promptly and helpfully, taking clear messages where needed.
- Manage the main Primary office diary, and deliveries.
- Support the care of pupils who are unwell, injured or distressed at the office/reception point, contacting parents/carers and following the school's first aid and medical procedures.
- Manage the administration of pupil medication requirements prior to the start of the academic year, liaise with parents/carers prior to each term to ensure all required pupil medication is up-to-date and in place.
- Assist with bookings for Prep/After School Clubs and other related administrative tasks alongside the After School Manager and Assistant Head
- Administer late arrivals and the collection of pupils during the school day, including sign in/out procedures and identity checks for those collecting.
- Maintain a calm, tidy and welcoming reception area, noticeboards and displays.
- Provide general clerical and secretarial support to the Primary phase, including photocopying, filing, distribution of post and preparation of correspondence.
- Guide and support administrative staff in day-to-day reception cover, ensuring consistent standards and safeguarding practice.
- Cover senior reception desk when required during holiday periods.

Attendance Administration

- Communicate clearly to parents/carers the school's attendance procedures and expectations, acting as the first point of contact for day-to-day attendance queries within Primary.
- Process first-day absence calls and messages each morning, contacting parents/carers where a pupil's absence has not been explained, and code absence accurately and promptly on the school's MIS (SIMS).
- Check that all registers are completed each session, follow up missing marks with class teachers, and escalate unresolved or concerning cases to the School Attendance Officer/Phase Leader.
- Maintain accurate, up-to-date attendance and lateness records for all Primary pupils.
- Monitor attendance data to identify emerging patterns, lateness or concerns, and bring these to the attention of the School Attendance Officer and Phase Leaders in good time.
- Produce regular attendance data extracts and simple reports for Phase Leaders and the School Attendance Officer as required.
- Prepare and send routine attendance correspondence to parents/carers, for example absence follow-up letters, as directed by the School Attendance Officer.
- Produce and prepare up-to-date fire registers prior to the start of each term.
- Support the organisation of attendance meetings with parents and, where necessary, outside agencies, including preparing information and records in advance.
- Work closely with the School Attendance Officer to ensure consistent attendance practice, terminology and reporting across the all-through school.
- Keep up to date with the school's attendance systems (SIMS) and follow guidance and training provided by the School Attendance Officer.
- Maintain strict confidentiality and safeguarding awareness at all times when handling attendance and pupil information, referring any safeguarding concerns arising from attendance patterns promptly in line with the school's safeguarding policy.

General Administration

- Maintain accurate pupil and family records on the school's MIS, updating contact and medical details as advised.
- Assist with administrative tasks connected to admissions, trips, events and other Primary phase activities as required.
- Order and manage stocks of office and reception supplies.
- Undertake any other administrative duties commensurate with the role, as reasonably required to ensure the smooth day-to-day operation of the Primary office.
- Undertake any other reasonable tasks as directed by the Primary Headteacher

Person Specification

Qualifications

- Good general standard of education, including GCSE (or equivalent) English and Maths at grade C/4 or above.
- NVQ Level 2 or 3 in Business Administration (or equivalent qualification or experience), or willingness to work towards this.

Specific Skills, Experience and Knowledge

- Experience of working in a busy reception, office or customer-facing role; experience within a school setting is desirable.
- Confident, accurate IT skills, including Word, Excel and Outlook; experience of a school MIS (preferably SIMS) is desirable, or a willingness to learn.
- Understanding of safeguarding and child protection, and the ability to apply this consistently in a reception and attendance context.
- Experience of handling confidential and sensitive information appropriately.
- Awareness and understanding of basic health and safety and first aid procedures (training will be provided).
- Strong numeracy and attention to detail, sufficient for accurate data entry and record-keeping.

Personal Qualities

- Warm, approachable and calm manner, able to put parents, pupils and visitors at ease, including in emotive or pressured situations.
- Excellent communication and interpersonal skills, both face-to-face and on the telephone.
- Superb organisational skills with a meticulous eye for detail, and the ability to manage competing priorities across reception and attendance duties.
- Able to work methodically and remain calm under pressure, with no loss of accuracy.
- Flexible and adaptable, comfortable moving between front-of-house and administrative tasks within the working day.
- Capable of working independently and using initiative, while also a good team player who is willing to seek advice, accept direction and support colleagues, including apprentices.
- Intuitive, resourceful and discreet.
- Able to demonstrate the Royal Values – Respect, Trust, Community, Initiative and Risk – in all elements of professional duties.
- Resilient, with a strong personal commitment to the wellbeing, safety and attendance of every child.
- Commitment to regular training and continuing professional development.

This job description sets out the main duties of the post at the date it was drawn up. It is not intended to be an exhaustive list and duties may be reviewed from time to time in consultation with the postholder to reflect the changing needs of the school.

The Royal School Wolverhampton is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. This post is subject to an enhanced DBS check.



Ethos



- A values-led culture that blends the Royal's heritage with a modern, outward-facing ambition: to help every young person and adult in our community to "Be Extraordinary."
- Excellence and breadth across the curriculum, with strong opportunities to flourish in the arts, sport, STEM and academic study, so that pupils can find and develop their individual strengths.
- A rich co-curricular and enrichment offer, delivered through our extended day and wider experiences programme—sport, music, performance, clubs, leadership and service—building cultural capital, confidence and life skills that strengthen academic success.
- An inclusive all-through community (4–19) with vertical House structures and strong pastoral and wraparound care, ensuring pupils joining at any phase are known well, supported thoughtfully and challenged to meet ambitious, personalised goals.
- A distinctive day and state boarding community that strengthens belonging, independence and personal responsibility, supported by positive relationships, alumni connection and meaningful engagement with Wolverhampton and the wider region.
- A shared belief—staff, pupils and families—that learning and character development open doors, and that education is most powerful when it combines knowledge with wisdom, purpose and service.
- A commitment to staff wellbeing and morale, with a culture that supports sustainable workload, encourages colleagues to take a "family first" approach, and values kindness, teamwork and professional trust.
- A unique setting in the heart of Wolverhampton—rooted in the city and serving local families—while our boarding dimension brings a wider national and international perspective that enriches school life for all.



The Royal School Values

RESPECT

The respect we have for one another can be seen in the diversity of our community and the acceptance of all pupils, staff and families for who they are. Respect is seen in the exemplary behaviour of our pupils and the care given to them by our staff.

TRUST

All success is founded on taking the first step into the unknown. We support our community to take risks and encourage them to develop the skills they need to be resilient. We aim to nurture their love of risk so they keep that excitement throughout their whole lives.

COMMUNITY

We truly feel like a 'Royal Family'. We welcome families, pupils and staff into our community and encourage everyone to play an active part in building strong links to our school. We provide opportunities through events such as Founders' Day and Prize Day.

INITIATIVE

Initiative and independent learning is built into our curriculum and encouraged through our extended day provision. We encourage our pupils to solve problems themselves and work hard to give them the tools to do so.

RISK

At The Royal School, our pupils take pride in being trustworthy learners. As a school, we trust our teachers to support all pupils in their learning and personal development. This trust is seen in the outstanding curriculum that is delivered every day, and the range of experiences on offer.



Benefits Of Working At The Royal



Cycle to work scheme



Opportunities for you and your family to attend boarding activities e.g. parties, Alton Towers, visits to cities and museums

The school's distinctive ethos and culture where a truly holistic view of the personal development of the child is central to all that we do. The wider 'enrichment' programme at this all-through 4-19 boarding and day school is essential and helps develop confident pupils well equipped for life beyond the school. All staff contribute to this extensive programme with their personal interests and to join in with existing activities.

Application process



Closing date	Friday 25 th September 2026 (Midday)
Completed applications to:	Lynne Callaway lcallaway@theroyal.school
CVS are not accepted	



How to find The Royal School

By Car: Postcode WV3 0EG

By Rail: Wolverhampton Train Station is located at WV1 1LE.

The Local Area

The Royal primarily serves the local Wolverhampton area, as well as Shropshire, Staffordshire, and the greater West Midlands. We also maintain our long-established boarding culture and have 80 boarding places taken up by students from far and wide.

Wolverhampton is a vibrant city in the West Midlands, where you can enjoy a rich cultural and historical heritage.

Ideal for family days out to support learning visits can be made to Wolverhampton Art Gallery, Bantock House Museum Wightwick Manor.

The Halls, The Grand Theatre and Arena Theatre offer shows and entertainment.

Close to Baggeridge Country Park, West Park, The Wrekin, countryside is close to relax and enjoy walks.

Close transport links to Birmingham and Telford for more culture, shopping and a diverse selection of cuisine and entertainment.

The Royal School Wolverhampton
Penn Road
Wolverhampton
WV3 0EG

Phone 01902 341230
Email reception@theroyal.school
Website www.theroyalschool.co.uk

