



Prep Admin Office Team Leader

The Role

To lead the efficient, welcoming and pupil-centred operation of the Prep Admin Office and Reception in an independent preparatory boarding school.

Reporting to the Assistant Head, the postholder will lead and coordinate the administrative function of the Prep Admin Office, supervising two receptionists and overseeing the systems, processes and resources that support the effective running of The Prep School. The postholder will allocate and delegate work appropriately, manage priorities and ensure that administrative functions are delivered accurately, efficiently and on time.

Working closely with the Head's office, the postholder will act as a key link between the admin function and colleagues across the school and wider Cheltenham College community, including teaching, pastoral, Boarding, Admissions, Finance, HR, Estates, Catering, Transport and Health Centre. The postholder will ensure that a professional and welcoming first point of contact is provided for pupils, parents, prospective families, visitors and external agencies, with safeguarding, confidentiality and pupil welfare at the heart of the role.

Key Responsibilities

School Office and Team Leadership

- Lead and coordinate the day-to-day operation of the Prep Admin Office and Reception, ensuring effective workflows, appropriate cover and a consistently high standard of service.
- Directly supervise, support and develop two receptionists, including allocating and delegating work, managing rotas, monitoring workloads and conducting appraisals.
- Coordinate and oversee the completion of the office's administrative functions, ensuring work is appropriately allocated, followed up and completed to a high standard.
- Manage competing priorities and ensure continuity of service during busy periods and key points in the school calendar.
- Maintain effective office procedures and identify opportunities to improve processes and systems.

Reception, Communication and Liaison

- Ensure a warm, professional and responsive service to pupils, parents, prospective families, visitors and external agencies.



- Oversee enquiries, messages and communications, ensuring information is accurate, timely and appropriately shared.
- Coordinate the preparation and timely distribution of parent letters, which are issued twice weekly and provide parents with relevant up-to-date information.
- Liaise closely with Pupil Admissions and colleagues across academic, pastoral, boarding, medical and operational teams to ensure effective coordination of information and activities.
- Support the administration of school events, trips, meetings, open days and other general administration activities, working with relevant departments and external agencies as required.
- Work closely with the Deputy Head (Pastoral) to issue child protection information requests to the previous schools of new pupils, ensuring that relevant information is received, accurately recorded on the appropriate school information system and handled, stored and shared securely in accordance with safeguarding and data protection requirements.

Administration, Systems and Resources

- Oversee the maintenance of the Prep Admin Office's administrative systems, ensuring they are kept up to date, including pupil, parent and staff records, registers, shared communication channels and other school systems.
- Ensure office resources and services for The Prep are effectively managed, including stationery, printing, post, equipment, room bookings
- Ensure the general office email account and other shared communication channels are monitored and actioned promptly.
- Support the Head's Office with administrative requirements as appropriate, working closely with the Head's PA to ensure that enquiries are fielded by the administrative team as much as possible and efficiently.
- Coordinate key administrative arrangements at the beginning of term and throughout the school year, acting as a central focus to bring together disparate information from teachers and managers. Escalate queries in a timely manner to ensure effective resolution.
- Work closely with Heads of Section and the Senior Deputy and Deputy Heads' Offices to coordinate the timely production of the School Calendar and termly pupil planners, liaising with printers to ensure high quality output and delivery to agreed deadlines.

Finance and Purchasing

- Oversee the Prep admin office's routine financial and purchasing administration within agreed budgets and school procedures.
- Coordinate purchasing, invoices, expenses, recharges and supplier arrangements, liaising with Finance as required.
- Using the iFinance system, ensure expenditure is appropriately authorised, accurately recorded and represents effective use of resources.



Safeguarding, Health and Safety and Compliance

- Ensure School Office and Reception activities comply with the school's safeguarding, confidentiality, data protection, health and safety, fire, security and emergency procedures.
- Ensure appropriate procedures are followed for visitors, pupil arrivals and departures and other safeguarding matters, escalating concerns promptly where necessary.
- Report hazards, facilities issues and other concerns to the appropriate department and maintain relevant records.

Continuous Improvement

- Review and improve School Office processes, procedures and systems to ensure an efficient and responsive service.
- Continuously and proactively seek out efficiencies and improvements to ways of working including making full and effective use of College's IT systems to automate tasks.
- Act as a systems champion within The Prep, assisting and supporting others to use key systems effectively.
- Support the implementation of relevant school policies and contribute to inspection readiness by ensuring records and information are well organised and accessible.
- Provide reports and management information to your Line Manager as required, highlighting any issues.

Skills, Experience and Personal Qualities

- Experience of supervising staff, allocating and delegating work and coordinating a team within a busy administrative or office environment, ideally within a school or similarly people-focused organisation.
- Excellent organisation, prioritisation and attention to detail, with the ability to remain calm and effective under pressure.
- Strong communication and interpersonal skills, with the ability to build effective working relationships across different departments and with pupils, parents and visitors.
- Sound judgement, discretion and an understanding of confidentiality and safeguarding responsibilities.
- Excellent IT skills, including Microsoft 365 and specifically excel, with the ability to learn and use school-specific systems.
- A flexible, practical and proactive approach to the changing demands of the school calendar, including occasional attendance at school events as required.
- A commitment to safeguarding and promoting the welfare of children, including willingness to undertake required training and safer recruitment checks.

Terms and Conditions

- Term-time + 5 weeks (38 weeks)
- Normal hours of work: 37.5 per week*
 - Full-time: Monday to Friday, 8:00–16:30 during term time (33 weeks)
 - * Up to three Saturdays per year, 08:30–12:30



- Five additional weeks (or equivalent hours) to be worked during the school holidays
- Salary: Up to Grade F depending on experience. Salary will be pro-rated to reflect the part year nature of the role.
- The appointment is subject to 8 weeks' notice
- The College offers a defined contribution Workplace Pension Plan
- Longlisted candidates will be asked to undertake identity and qualification checks in accordance with the School's Safeguarding Policy. They must also agree to references being taken up at that stage and checks being made with past employers
- The appointment is subject to satisfactory references, clearance from the Disclosure and Barring Service, proof of identity and qualifications, and a satisfactory medical declaration

This list is not exhaustive and reflects the broad nature of the Reception function. The postholder may be required to undertake other duties appropriate to the role, as directed by the Prep Admin Office Team Leader, to support the day-to-day running of the Admin Office and Reception.

Oct 26

