

# Receptionist & School Administrator

## November 2025





# Welcome

**Thank you for your interest in Haileybury. This is an exciting opportunity to join a highly successful school which is moving forward with confidence and a real sense of purpose. Haileybury was last year chosen as the 'Boarding School of the Year' by TES and, in 2023, was announced as the UK's best fully co- educational IB school.**

Haileybury is a dynamic, outward-looking and future oriented school. We want our pupils to leave school with the values, skills and credentials they will need to thrive. We want our provision to be 21st Century relevant. We have recently completed a world class STEM facility, which allows our pupils to take part in research projects no other UK school can offer, and only a handful of other schools around the world can provide. Our attention is now turning to our next set of ambitious ventures.

We are ambitious and we pursue excellence, but Haileybury's success is built on the strength of each person's commitment to doing the very best they can for our school. If you feel excited by the prospect of being a member of a dynamic and successful team, then we would welcome your application.

**Eugene du Toit**  
The Master



# The School

**Haileybury is a co-educational boarding and day school for pupils aged 11-18. There are currently over 900 pupils at the School. Demand for places and pupil numbers has increased dramatically in recent years.**

The Haileybury of today enjoys an excellent worldwide and national reputation. This reputation is primarily based on the very high standard of education that is provided at the School. This was reflected in the report written by the ISI Inspection team who visited the School in October 2022. The report gives a clear picture of a progressive, ambitious school which offers its pupils the very best all-round education. A copy of the report can be viewed [here](#).

Haileybury is a dynamic, outward-looking and future-oriented school. It aims to provide high academic achievement, outstanding pastoral care and a rich and varied co-curricular programme; we want our pupils to leave school as confident, rounded and ambitious individuals. As a large, diverse community, the fundamental values of service, empathy and respect are essential. Pupil voice is important and there are many opportunities for pupils to express their opinions, including an active Pupil Senate. The team of teaching and operations staff are dedicated and highly professional.

Haileybury comprises a dedicated Lower School (Years 7 and 8), a Middle School for Years 9-11 and a Sixth Form of around 360 pupils. All senior pupils are boarders or day pupils in one of the 12 senior Houses. There is also a junior boarding House and a junior day House. The Houses are set within the extensive campus grounds, and most of the teachers are also accommodated within 5 minutes walk of the School. The sense of community at the School is especially strong.

Haileybury has a vibrant academic culture. Its curriculum model is distinct and in the Sixth Form pupils have the choice of following the International Baccalaureate Diploma Programme (IBDP) or A levels. The most popular UK university destinations include Oxbridge and the Russell Group; Haileybury's pupils also achieve places at top North American and European universities.

Haileybury has a strong international dimension with two partner schools operating in Kazakhstan, and one each in Bangladesh and Malta. Haileybury is the sponsor of Haileybury Turnford, a nearby academy, and enjoys a well-established partnership with the school.



Haileybury



# The role

The Receptionist & School Administrator is an important role, providing a first-class service to all visitors, parents, pupils, and staff. The post-holder will handle enquiries, coordinate visitor access.

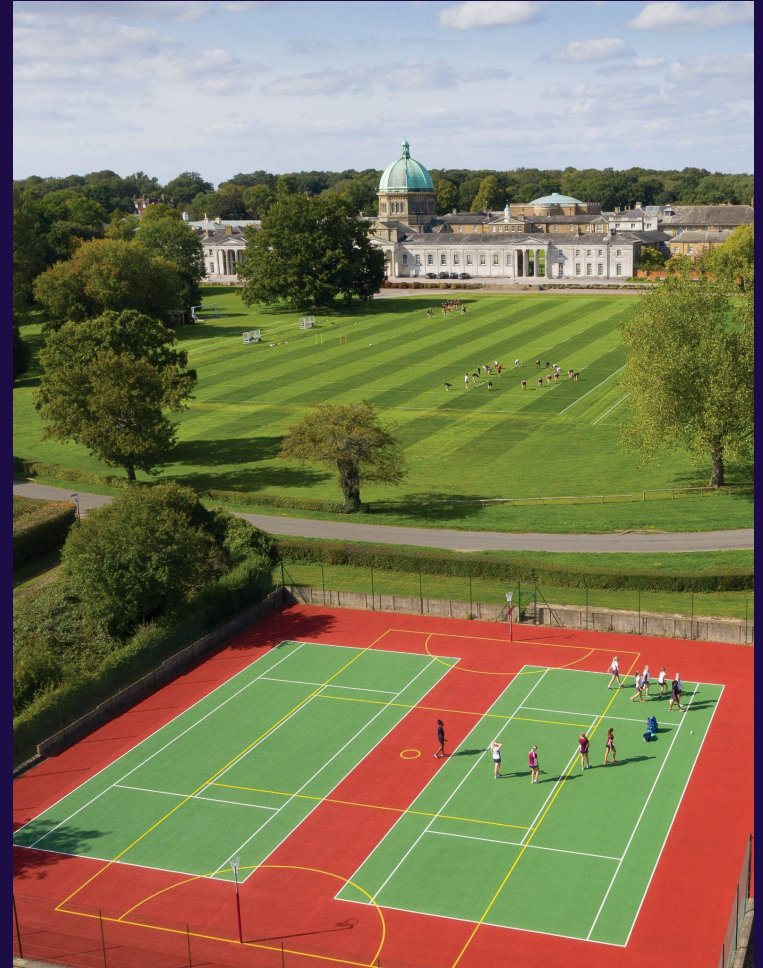
It is essential that the post-holder is highly organised, able to multi-task, work flexibly and have a positive approach to work within our wonderful campus.

The Receptionist & School Administrator is also required to assist other departments across the School, with a focus on supporting the Director of Domestic and International Partnerships with various administrative tasks.

This role averages 36.21 hours per week across the year. The working pattern is Tuesday to Friday, 7:45am to 5:15pm, worked throughout the year (52 weeks), with additional Saturday hours from 8:00am to 12:15pm during term time only (33 weeks per year).

The purpose of this job description is to set out the current principal duties of the post. It does not detail every individual task, and employees are required to undertake such tasks and duties as are allocated to them from time to time in accordance with the role.

This job description will be reviewed annually as part of the School's annual performance review process.



# Responsibilities

- Greet visitors in Reception in a polite, welcoming and professional manner
- Carry out safeguarding procedures in accordance with the school's policies, including the necessary ID checks, sign-in/ out, and issuing visitors' badges.
- Provide relevant health and safety and safeguarding information.
- Answer the phone and direct calls promptly and professionally to the relevant member of staff, taking and relaying messages accurately.
- Monitor the Reception email inbox, dealing with incoming queries or directing them to the relevant person.
- Provide outstanding customer service to prospective and current school families, staff, and visitors to Haileybury, both in person and on the telephone.
- Maintain a tidy, professional, and well-presented Reception area and waiting rooms at all times.
- Provide refreshments for visitors, as required.
- Assist the Director of Domestic and International Partnerships with administrative support, covering diary management, secretarial duties, and coordination of partnership-related tasks.



# Other requirements

## **Safeguarding and Child Protection**

All employees must be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons with whom they may come into contact whilst at Haileybury. Employees must comply with the School's Safeguarding and Child Protection Policy and must be familiar with how to raise any safeguarding or child protection concerns.

## **Health and Safety**

In accordance with the Health and Safety at Work etc. Act 1974 and associated legislation, all employees must comply with relevant health and safety procedures and guidance at all times. They must be familiar with, and assist the School in the implementation of, its Health and Safety Policy which is available on the School Portal.

Employees must also adhere to any requirements arising from, or relating to, any relevant risk assessments, Control of Substances Hazardous to Health (COSHH), PPE, and manual handling. Specifically, employees must carry out all duties in a manner which does not endanger themselves or others.

## **Equality and Diversity**

Employees must comply with the School's equality, diversity and inclusion policies and practices in force from time to time and must carry out their duties in a manner which does not discriminate against any person on the grounds of any protected characteristic.

## **Code of Conduct**

Employees at Haileybury are expected to work together cooperatively showing respect, courtesy and helpfulness to others at all times. Employees should work to actively support and promote the School's positive ethos and culture, and must act in accordance with the School's Staff Code of Conduct.

## **Data Protection**

All employees must comply with the School's Data Protection Policy, and must carry out their duties in a manner which is consistent with this policy and data protection legislation generally.



# Person specification

## Qualifications

- Good general level of education (to A level or equivalent)

## Knowledge, Skills and Experience

- Practical experience of working in an office environment
- Ability to complete administrative tasks with minimal supervision
- Experience of working with different stakeholders.
- Experience of working with customers face-to-face, digitally and over the phone.
- Excellent IT skills within Google Workspace / Microsoft Office
- Excellent organisational skills with the ability to prioritise work and meet deadlines
- Knowledge and awareness of the importance of confidentiality and data protection
- A high level of attention to detail and accuracy under pressure
- Excellent written and oral communication skills

## Personal Attributes

- Outstanding ethos for customer service
- Methodical, reliable and thorough approach to work
- A team player.
- Possess a positive and strong 'can do' attitude. Enthusiastic and willingness to try new ways of working.
- Self-motivated and proactive
- Willingness to work flexibly to support the department when required
- Conscientious, honest, reliable and committed



# Benefits

Staff have the opportunity to utilise the School's wonderful facilities including fitness suite, swimming pool, and tennis centre, at certain times, and participate in the Cycle to Work scheme.

Staff are also provided with lunch within our magnificent dining hall.

Other benefits include 25 days annual leave with enhanced entitlement for long service, pension and group life assurance.

Professional development and learning sit at the heart of the School, and the successful post-holder will be joining a vibrant intellectual community.

Our staff body is collegiate and supportive, and staff wellbeing is prioritised. The School has a full-time Health and Wellbeing Centre and Chaplain.





# Application process

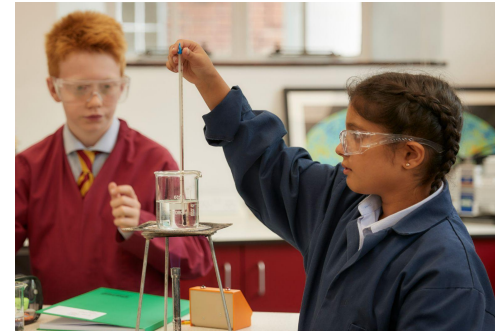
To apply for this position, please complete the application form in full, with reference to the candidate brief, and return it to [hr@haileybury.com](mailto:hr@haileybury.com) by **midday on Friday 28 November 2025**.

Please be aware that we cannot consider an application unless the application form has been filled in completely, including details of your full employment history.

The School reserves the right to make an appointment before the closing date; candidates are therefore encouraged to apply as soon as possible.

The School has a diverse pupil body and is committed to its strategy of equal opportunity, diversity and inclusion. We encourage applications from candidates with a wide range of backgrounds to enrich our collective knowledge and experience. Appointments will be made on merit.

Haileybury is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Applicants for the above post must be willing to undergo child protection vetting, including reference checks with previous employers, prohibition checks and a criminal record check via the Disclosure and Barring Service.





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