

Front Office Secretary

Addenbrooke Classical Grammar School

Position Overview

The Front Office Secretary at Addenbrooke Classical Grammar School serves as the first and most visible representative of the school community. This individual sets the tone for our campus by welcoming students, parents, and visitors with professionalism, warmth, and efficiency. The Front Office Secretary plays a vital role in communication, coordination, and daily operations, ensuring the school runs smoothly while supporting students, families, faculty, and administration.

Key Responsibilities

Front Office & Reception

- Greet students, parents, and visitors in a courteous, professional, and welcoming manner.
- Serve as the primary point of contact for the school, in person, by phone, and via email.
- Maintain a calm, organized, and student-centered front office environment.

Communication & Coordination

- Facilitate clear and timely communication between parents, students, and teachers as needed.
- Relay messages, concerns, and information accurately and confidentially.
- Coordinate communication between teachers, PACs, and administrators regarding questions, concerns, and day-to-day needs.
- Support administrators by helping manage and triage parent inquiries and “vents” in a respectful and professional manner.
- Run the mail room and delivery of all packages as needed.

Scheduling & Event Support

- Coordinate school picture days, including:
 - Arranging schedules
 - Communicating with teachers
 - Assigning and coordinating classroom use

- Assist with scheduling classrooms and shared spaces as needed for school events or activities.

Student Support

- Assist students who come to the front office with questions, needs, or concerns.
- Support attendance procedures, sign-ins/sign-outs, and general student office needs.

Administrative Support

- Provide general clerical and organizational support to administrators and faculty.
- Maintain accurate records and handle sensitive information with discretion.
- Support the overall mission and culture of Addenbrooke Classical Grammar School.

Salary \$28,000

Qualifications & Skills

- Strong interpersonal and communication skills; ability to interact graciously with students, parents, and staff.
- Highly organized with strong attention to detail.
- Ability to multitask and prioritize in a busy school environment.
- Professional demeanor with a calm, solutions-oriented approach.
- Experience in an office, school, or customer-facing role preferred.
- Proficiency with basic office technology and communication tools.

Personal Qualities

- Warm, welcoming, and student-focused.
- Dependable, discreet, and trustworthy.
- Flexible and team-oriented.
- Committed to supporting the values and mission of a classical education environment.