

Job Title: Receptionist & Communications Assistant

Reporting to: Marketing Manager

Location: Fyling Hall School, Robin Hood's Bay, North Yorkshire

Job Type: Permanent (Term Time Only), Part-Time (27 hours per week: Monday & Tuesday 8:00–5:00, Wednesday & Thursday 9:00–3:30)

Purpose of the Role

Fyling Hall School is seeking a proactive and detail-oriented **Receptionist & Communications Assistant** to join our small and friendly team. This hybrid role blends front-line administrative support with creative communications tasks. The successful candidate will help ensure the smooth running of the school office while also supporting the Marketing & Admissions team in promoting the school's values, events, and achievements.

Key Duties & Responsibilities

Reception Duties (2 days/week)

- Act as the first point of contact for phone calls, emails, visitors, and deliveries
- Monitor student attendance and absence, including daily registers and follow-up with families
- Contact parents when children are unwell or need collecting
- Coordinate meetings and appointments for the Head
- Manage the pupil contact database/CRM system and support school-wide communication tools
- Oversee general office tasks including post distribution, staff lists, fire procedures, and academic diaries
- Order and maintain supplies (e.g. paper, toner), and liaise with engineers for photocopier and other maintenance
- Maintain staff vehicle records (MOT/insurance)
- Direct admissions-related queries to the appropriate team member and assist where necessary

Communications Duties (2 days/week)

- Collate, proofread, design, and distribute various school newsletters, keeping to deadlines
- Plan and manage a year-long social media calendar, working with staff to gather content, write copy, take photos, and schedule posts
- Update YouTube channel with new videos
- Maintain and update online directories and listings with accurate school information
- Manage the annual update of school handbooks and brochures, coordinating content and approvals with staff

- Maintain and update marketing and admissions systems as required
- Support the Marketing & Admissions team with ad hoc marketing and communications tasks

Collaboration & Flexibility

- Work closely with the Marketing, Admissions and Administration teams to ensure seamless coordination
- Be adaptable to changing priorities and comfortable supporting multiple areas of school life

Person Specification

Essential:

- Experience working in a busy, people-facing environment
- Friendly, professional, and confident when dealing with people
- Strong written communication and excellent spelling/grammar
- Experience with social media platforms (e.g. Instagram, Facebook)
- Strong attention to detail and time management
- Proficiency in Microsoft Office (Word, Outlook, etc.)
- Ability to work independently and as part of a small, collaborative team

Desirable:

- Previous experience in a school or marketing/communications environment
- Familiarity with newsletter or social media scheduling tools

Working Hours & Flexibility

- 27 hours per week over 4 days (28 hours per week: Monday & Tuesday 8:00–5:00, Thursday & Friday 9:00–3:30)
- Primarily school-based, with opportunity for one day per week remote working after training
- Term time only

Safeguarding Statement

Fyling Hall School is committed to safeguarding and promoting the welfare of children. All applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS).

