

PACK FOR THE POST OF

Whole School Secretary

Town Close School



STARTING 1ST SEPTEMBER 2026



A WARM WELCOME

From the Head at Town Close School, Norwich

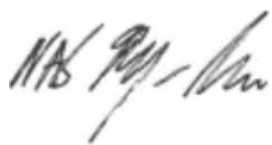
This is an exciting opportunity to work in a leading preparatory school with excellent facilities. The successful candidate will be a team player, taking a full part in the wider life of this happy and busy school.

Town Close School is a co-educational day school of over 425 pupils aged 3 to 13 years, situated close to the centre of Norwich on a beautiful 15-acre site, including conservation woodland. Founded in 1932, it is now a charitable trust managed by a board of governors. The School is based around two large town houses and their extensive gardens; the main house is early Georgian and the other mid-Victorian. Purpose-built classrooms and other premises and accommodation have been added, most in recent years. A high specification sports hall was opened in September 2009, a superb performing arts hall in January 2010 and the Pre Prep and Nursery was extended and re-furbished in 2017. A second science lab was opened in January 2025 and a drama studio, cookery room and renovated Reception garden were opened in September 2025. Onsite netball courts have also recently been completed in October 2025.

In 2020, we were awarded the prestigious national honour of TES Pre Prep/Prep School of the Year. Town Close School underwent inspection in June 2025 conducted by the Independent Schools Inspectorate, where we not only met all standards, but also received a significant strength for the impact of our School values; 'The Town Close Way'. Despite the current climate, demand for places is excellent and academic performance is strong.

We aim to develop the full potential of each child, not just as great pupils, but more importantly as great people. We are proud of our academic record, our renown for music, drama, technology and art, and our reputation for sport.

We look forward to hearing from you.



JOB DESCRIPTION

ACCOUNTABLE TO:

Bursar

LINE MANAGES:

Two Whole School Administrative Assistants

LIAISES WITH:

Academic, administrative and support staff, pupils, parents, governors, and external agencies and visitors.

ROLE PURPOSE

This is a key whole-school role based across the Prep and Pre Prep Department reception areas, providing a professional and efficient administrative service across both Departments. The postholder is responsible for the smooth day-to-day running of the School Office, acting, with the administrative assistants, as the first point of contact for visitors, pupils, parents, and staff.

The role requires excellent organisational skills, the ability to manage competing priorities, and a high level of discretion. In addition, the School Secretary will provide leadership and supervision to two Administrative Assistants, ensuring consistency, efficiency and high standards of administrative support across the School.

MAIN DUTIES & RESPONSIBILITIES

1. Leadership and Line Management

- Line manage, supervise and support two Administrative Assistants, allocating tasks and monitoring workload
- Ensure effective administrative systems and processes are in place across the School
- Provide training, guidance and performance support to administrative staff
- Promote a collaborative, professional and high-performing office environment
- Ensure consistency and efficiencies in procedures between Prep and Pre-Prep administration
- Ensure that academic roll over and pre academic year administration is complete prior to School recommencing each September.

2. Reception and Front of House

- Act as the first point of contact for all visitors, ensuring a welcoming and professional reception service
- Issue visitor and parent badges and ensure safeguarding procedures are followed
- Answer telephone, emails and enquiries, directing appropriately
- Manage incoming and outgoing post, deliveries and communications
- Support the Head of Pre Prep with diary management and event co-ordination

3. Pupil Administration and Attendance

- Oversee pupil registration processes, including late book and absence reporting
- Monitor absence systems, liaise with parents and staff, and maintain accurate records
- Ensure compliance with attendance and safeguarding policies
- Maintain up-to-date records of pupils off-site and reasons

4. Calendar, Events and School Operations

- Maintain and update the School calendar and coordinate room bookings
- Support organisation of Parents' Evenings, school events and productions
- Assist with administration of school trips, fixtures and Co-Curricular activities
- Coordinate school photographs and related administration

5. After School Care and Activities

- Manage After School Care bookings and communications with parents
- Produce accurate registers and liaise with staff and catering
- Maintain systems for tracking participation and charges where applicable

6. Transport and Logistics

- Coordinate bookings for school minibuses and coaches for trips and fixtures
- Maintain transport schedules and booking records

7. Medical and Welfare

In liaison with the School Nurse and Deputy Head (Pastoral)

- administer first aid as required and maintain accident and medical records
- Manage medicines in accordance with school policy
- Liaise with medical professionals and external agencies where necessary
- Support pastoral care by liaising with staff and parents

8. Data Management and Systems

- Maintain and update pupil records
- Use the School's MIS (iSAMS) for registers, reporting and administration
- Support data entry, reporting, and academic processes (including reports, exams, and gradebooks)
- Manage School Portal in liaison with the data administrator and Head's PA,

9. Financial and Administrative Duties

- Maintain administrative records relating to budgets, orders and supplies
- Process orders and monitor deliveries
- Support the preparation of billing information (e.g. After School Care, end-of-term communications)
- Manage stock of stationery, uniform items, and other resources as required

10. General Administration

- Provide comprehensive administrative support to teaching and support staff
- Take minutes for meetings as required
- Manage diaries and room bookings
- Oversee photocopying and office equipment maintenance

GENERAL RESPONSIBILITIES

- Work flexibly to support the operational needs of the School
- Maintain strict confidentiality at all times
- Comply with health and safety legislation and safeguarding requirements
- Participate in training and professional development
- Uphold and promote the School's values and ethos
- Maintain a professional standard of dress and conduct

PERSON SPECIFICATION

Category	Essential Criteria	Desirable Criteria
Qualifications & Training	Good standard of education, including GCSE (or equivalent) in English and Mathematics • Evidence of continued professional development • First Aid qualification (or willingness to undertake training)	Administrative, business or management qualification • Safeguarding training • Line management or leadership training
Experience	Significant administrative experience; staff supervision; workflow management; stakeholder engagement; record keeping	School setting; school office management; attendance/safeguarding; events; working knowledge of iSAMS
Knowledge & Understanding	Safeguarding; confidentiality; administration systems; customer service; data protection	Knowledge of attendance requirements; independent schools; health & safety; pastoral care
Skills & Abilities	Organisation; leadership; communication; prioritisation; accuracy; IT skills; diary management; professionalism; discretion	MIS systems; reporting; logistics coordination
Leadership & Management	Allocate work; monitor performance; motivate staff; improve systems	Training/mentoring; implementing systems
Personal Qualities	Professional; resilient; adaptable; integrity; proactive; safeguarding commitment	Solution-focused; initiative; wider school life
Other Requirements	Flexible working; CPD; First Aid duties; confidentiality	

TERMS OF APPOINTMENT & APPLICATION PROCESS

Salary and Benefit package

Point 22 £28,751 – Point 25 £30,774 FTE

Working Hours

This role is being offered as a full time, permanent contract.

Monday – Friday 7.30am – 4.00pm term time plus 3 weeks

Benefits include

- School lunch and refreshments throughout the day
- Onsite parking
- Discounted school fees for your child/ren
- Competitive pension scheme
- Free flu jab on site

Equal Opportunities

Town Close is an equal opportunities employer and the School is committed to equality and diversity.

Safeguarding

All positions at Town Close are subject to an enhanced check from the Disclosure and Barring Service and the receipt of satisfactory references. The School is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Our Safeguarding policy, including child protection, can be found in the policies section of our website.

How to apply

Please complete and return the application form, which is available on our website. This should be accompanied by a letter of application of no more than 500 words addressed to:

Mrs Kate Artherton

Either by email to: bursarsec@townclose.com or post to:

Town Close School
14 Ipswich Road
Norwich
NR2 2LR

Closing date: Friday 24th July 2026 at 12.00pm

Interviews: 28th, 29th and 30th July

Please do not send a curriculum vitae (CV) as we are not able to accept this as a substitute for the application form. However, if a disability precludes you from completing the standard form, please contact the Bursar's Secretary who will be able to advise you on an alternative means of applying.

If you would like to give the School any additional, relevant information which you have not been able to do on the application form, please include this in your covering letter.