

Job Title Receptionist/ Administrator – Stephenson Centre for Wellbeing

Reports to The Service Director

Job Purpose

The Stephenson Centre for Wellbeing consists of a team of one school counsellor, one psychotherapist, two psychologists, and a part time Clinical Lead / Psychologist providing psychological support to the pupils, working in close collaboration with the Director of Safeguarding and the Deputy Head of Pastoral.

We are looking to recruit an administrator to provide full secretarial support to the Stephenson Centre for Wellbeing. Working within the small team and reporting directly to the Service Director, you will have relevant secretarial experience and good organisational skills. You will be the first point of contact for the pupils and for telephone/email enquiries from staff and parents. You will be responsible for maintaining the appointments system, producing accurate letters and reports and developing the system of documentation, both paper and electronic. You will have strong IT and database skills, excellent communication skills and the ability to deal with sensitive and confidential information. You will also be enthusiastic and have the creativity to contribute to future developments as the service adapts to the needs of the pupils.

Key Tasks and Responsibilities

- Act as the receptionist in the unit and be the initial point of contact for the pupils and for telephone and e-mail enquiries;
- Ensure the smooth operation of the appointments system. This will involve making the initial appointments and ensuring appropriate follow up;
- Provide a full secretarial service for the team of Clinical Lead and therapists. This will involve handling sensitive and confidential information; the post holder will understand and comply with high standards of medical confidentiality;
- Initiate and record the results of audits and surveys using databases as necessary;
- Ensure that the unit's electronic and paper records are kept securely and efficiently;
- Other duties as may be reasonably requested by the Director of Services;
- All employees of Eton College are also expected to:
 - Develop a good understanding of safeguarding procedures, given all positions at Eton are classed as 'regulated activity';
 - Demonstrate a commitment to safeguarding and promoting the welfare of children. This includes but is not limited to completing safeguarding training as required, complying with all safeguarding procedures and ensuring any safeguarding updates issued by the College are read and understood;
 - Understand and comply with procedures and legislation relating to confidentiality;
 - Display a commitment to and promotion of equality, diversity and inclusion.

Last Updated: 23rd April 2026

This role profile highlights the key tasks and responsibilities of the role, it is not designed to be an exhaustive list of duties. Roles naturally change and develop over time and it is expected that incumbents will perform tasks which are not included within their role profiles.

Skills and Competencies Required

To be successful in this role, the incumbent should have:

- Confidence working with young people and their parents/carers;
- Excellent communication skills (both written and verbal) particularly with young people who may be feeling vulnerable;
- Understanding and compliance with high standards of medical confidentiality;
- Excellent IT skills in the Microsoft Office suite of applications, with particular strengths using Outlook, Word, Excel and PowerPoint;
- The ability to transcribe accurately;
- Excellent attention to detail;
- Ability to prioritise and manage high workload;
- Tactful and discreet;
- Reliable and adaptable with willingness to be flexible when service demands require some flexibility with hours of work;
- Highly motivated;
- Strong team player;
- Previous experience of working with young people in a health or academic environment would be desirable.

Working Pattern

- You will be required to work during term time, 32 weeks per year.
- Your working hours will be 35 hours per week, worked Monday to Friday, 9am - 5pm with one hour unpaid for lunch;
- Paid holiday entitlement is 5.6 weeks including bank holidays. However when a bank holiday falls during a school term you may be required to work on that day and will be entitled to an additional day's paid holiday in lieu. The full statutory holiday entitlement is required to be taken (including any additional days in lieu) during periods when the school is closed out of term time. Any remaining weeks, save as outlined in your annual leave provisions below, are deemed to be non-working weeks;
- There may be occasions when the post holder will be required to work flexible hours due to the demands and operational needs of the Stephenson Centre for Well-being.

Disclosure checks

Eton College is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure from the Disclosure and Barring Service (including Barred List information), an online search and, where applicable, Prohibition checks. If you are successful in your application, you will be required to complete a DBS Disclosure Application Form. Any information disclosed will be handled in accordance with any guidance and/or Code of Practice published by the DBS. The College is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions,

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ROLE PROFILE

reprimands and final warnings (including those which would normally be considered as “spent” under the Act) must be declared, subject to the DBS filtering rules. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College.

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