



FUTURE
ACADEMIES
LIBERTAS PER CULTUM



RECEPTIONIST

Recruitment Pack





WELCOME FROM OUR PRINCIPAL – Matt Singh

Dear Applicant,

I am excited to introduce myself as the Principal of **Trinity Academy**. Situated in an area of rich cultural significance, our academy reflects the diverse community that it serves. Much like those who arrived on the Windrush decades ago—overcoming obstacles and working hard to build new lives—our vision aligns with this experience. We aim to instil the same work ethic, resilience, and independence in our students, ensuring that when they leave us, opportunities are open to them.

In a world that is increasingly polarised, digitalised, and complex, it is more important than ever that young people are fully prepared for the world beyond school. At **Trinity Academy**, we are committed to fostering an inquisitive nature in our students. Character development, resilience, and independence are at the heart of everything we do. We want our students to appreciate and enjoy the diverse world in which we live and to be ready to make a positive contribution.

Thank you for your interest in the Receptionist role. This is an exciting opportunity for an enthusiastic and dedicated individual to join our team and contribute to the continued success of Trinity Academy. As the first point of contact for students, parents, staff, and visitors, the successful candidate will play a key role in ensuring the smooth running of the school office. We are looking for someone who is approachable, efficient, and able to multitask in a busy setting.

Future Academies is passionate about diversity and inclusivity. We welcome applications from individuals with the skills and experience to fulfil the requirements of the job description and whose values align with our academy's ethos. We encourage applications from candidates of all backgrounds, regardless of any protected characteristic.

If you believe you have the skills, experience, and qualities we are looking for, we strongly encourage you to apply. We look forward to meeting you and learning more about how you can contribute to our vision.

If you would like to discuss the role in more detail, please do not hesitate to contact **Ishani Abeyratne, HR/Office Manager, i.abeyratne@trinity.futureacademies.org**.

Thank you again for your interest, and we look forward to receiving your application.

Matt Singh
Principal





JOB DESCRIPTION

JOB TITLE:	Receptionist
LINE MANAGER:	HR/Office Manager
HOURS:	36 hours per week, Term time plus two weeks
SALARY:	Scale 3, Point 5-6 (£30,120 – 30,552 FTE), Actual Salary £26,114 – 26,488
PLACE OF WORK:	Trinity Academy
RIGHT TO WORK:	This appointment is subject to verification of the right to work in the UK. Where the successful candidate has worked or been resident overseas in the last five years, such checks and confirmations will be required in accordance with the statutory guidance
HOLIDAY ENTITLEMENT:	You are entitled to 28 days annual leave, plus 8 statutory days bank holidays. Support staff – this is a term time role; therefore, your holiday entitlement and pay is incorporated into your salary.
STAFF BENEFITS:	<p>Future Academies recognises its employees as the most important asset and critical to its success. To demonstrate this all staff are offered the following benefits:</p> <ul style="list-style-type: none">• A supportive ethos and concern for the well-being of all colleagues.• Excellent CPD opportunities and career progression.• Employer Contributions to Local Government or Teachers Pension Scheme.• Mintago – employee benefits platform.• Employee Assistance Programme.• Access to a Virtual GP• Eye Care Voucher scheme.• Partnership with YellowNest -Salary sacrifice childcare. <p>For further information regarding our staff benefits, please visit our website.</p>
PROBATION PERIOD:	The post holder will be required to complete a 6-month probation period



PURPOSE OF THE ROLE

To provide high-quality front-line service to visitors and callers to the Academy and play a key role in creating a professional and welcoming environment. This role is essential in ensuring the smooth operation of the school's front desk and administrative functions, contributing to a positive experience for students, staff, and visitors alike.

MAIN RESPONSIBILITIES AND TASKS

- Greet visitors professionally, ensuring a positive first impression.
- To manage the visitor sign in system ensuring all visitors sign in and wear their visitors' badge.
- Ensure only authorised individuals, staff and student gain access to the school at appropriate times.
- Manage school's reception and other inboxes, responding to emails promptly and professionally.
- Answer and screen phone calls, directing them appropriately and ensuring urgent messages are addressed immediately.
- Support with late registrations and attendance enquiries as required
- Ensure all messages are accurately recorded and forwarded to the correct recipient in a timely manner.
- Respond to day-to-day enquiries from parents, staff, and external stakeholders regarding MCAS, uniform, and other school matters.
- Keep the reception area tidy and equipped with necessary items (Radio, uniforms, access passes, etc.) and report any health and safety concerns to the facilities team.
- Sort and distribute incoming post/parcels and ensure outgoing mail is franked and taken to the post office. Maintain the franking machine in good working order.
- Raising purchase requisitions for various departments as directed by the Office Manager/SLT via approved suppliers and follow up on the orders.
- Order stationary for front office and uniforms as required.
- Maintain accurate student records in Bromcom, updating addresses, medical information, and other relevant details.
- Support with daily supply agency cover bookings as required. Maintain a clear record of bookings made and approve timesheets from agencies.
- Registering student fingerprints for biometric cashless catering and issuing PIN numbers and support with queries.
- Producing letters/emails/text messages to parent/carers as requested by SLT and Office Manager
- Assist with school events and Parents' evenings.
- Update school calendar, maintain reception meeting room bookings and checking school lettings calendar to avoid event clashes.
- To assist with routine admin tasks such as archiving, updating various form and filing.

OTHER

- To promote the aims, values, and ethos of the trust.
- To adhere to all trust and academy policies and procedures.
- To maintain discretion when privy to confidential information
- To participate in any appropriate meetings with colleagues and parents.
- To undertake further training as required
- To be committed to equality, diversity, and inclusion.
- To work flexibly, prioritise workload and use one's initiative.
- To undertake similar/other duties, commensurate with the level of the post and at the discretion of the Line Manager, as the Line Manager shall from time-to-time reasonably require.

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PERSON SPECIFICATION

The successful candidate will meet the following person specification. Please note that the listed criteria will form the basis of the selection process. Applicants should address all elements of the Person Specification, demonstrating experience and where appropriate citing supporting examples within their application.

Criteria	Essential	Desirable
<p>Training, Qualifications and Experience: On their application form, candidates will demonstrate that they have the following training, qualifications, and school experience:</p>		
	<ul style="list-style-type: none"> GCSEs or equivalent in English and Mathematics at grade A* to C Experience of dealing effectively with the general public Experience of working successfully and co-operating as a member of a team Experience of undertaking a range of administrative tasks Experience of working in a customer focussed environment 	<ul style="list-style-type: none"> First aid qualification NVQ or equivalent in administration Previous experience in a school setting Experience of MIS systems (e.g. Bromcom or SIMs)
<p>Personal and Professional Qualities and Attributes: In their statement of suitability and during the selection process, candidates will demonstrate the ability to:</p>		
	<ul style="list-style-type: none"> Excellent communication skills written and verbal Excellent ICT skills and experience of using Microsoft Office Excellent interpersonal skills and ability to work within professional boundaries and relate well with visitors, students and staff Ability to work with due regard to confidentiality, data protection and safeguarding at all times. Ability to follow set procedures and use own initiative in busy environment Ability to work under pressure against changing priorities and competing demand 	<ul style="list-style-type: none"> Basic understand of the day-to-day operational activity of a school
<p>Additional Requirements: In their statement of suitability and during the selection process, candidates will demonstrate that they can meet the following requirements</p>		
	<ul style="list-style-type: none"> Commitment to the safeguarding and promotion of the welfare of all children and young people Commitment to equity and diversity. Punctual and reliable Excellent attention to detail Friendly and approachable disposition Assertive in order to ensure school procedure are maintained and followed. 	

WHAT WE OFFER YOU?

1

Colleagues who care about the children they serve and each other.

2

A curriculum that is centrally resourced and locally owned.

3

An evidence-based hybrid CPD offer, striking balance between central input and local tailoring to context.

4

Bespoke leadership development opportunities with the chance to be involved in a year-long programme including executive coaching.

5

A thoughtfully crafted staff benefits offer through our partner, Mintago, including tax-free childcare, cycle to work vouchers, virtual GP access and much more.

6

A two-week October half term with no reduction in holidays elsewhere.

7

Integrated instructional coaching through StepLab, enabling feedback, which is timely, developmental, and low stakes.

8

Access to a generous enrichment fund, outside of the school funding envelope, through a bidding process to our charity sponsor, Future.

9

We lean into the size of our MAT. With ten schools, we are small enough for you to know everybody, and big enough for you to lean on them for support.

10

We treasure staff voice and use SchoolSurveys to get benchmarked data on how our staff feel and what they think. 83% of staff feel their line manager make them do their job better, against a contextual benchmark of 69%.

APPLICATION PROCESS

1. Applying for the role

- To apply for the post, please visit our website.
[Vacancies - FaceEd \(face-ed.co.uk\)](https://face-ed.co.uk)
- Applicants should complete the online application form via FaceEd. Applicants should also complete the 'Personal Statement' section of the online form to the best of their ability and use this section to demonstrate how they meet the requirements set out in the person specification. Please ensure specific examples are included.
- Applications must be received no later than **[date]** Applications after this date will not be considered.

2. Interview Process

- The interview process will take place as soon as possible after shortlisted has been completed. The interview will include a formal interview and may include practical tasks related to the knowledge and skills required for the role.

3. Notification & Feedback

- Candidates that have taken part in interviews will be notified as soon as possible – please ensure that you have provided day and evening numbers on which you can be reached.
- Unsuccessful candidates will be given the opportunity to receive professional feedback.

4. Taking up the post

- The successful candidate will take up the post as soon as possible.

5. Additional information

- For further information please email HREnquiries@futureacademies.org and a member of the HR team will contact you.

6. Safeguarding

- As an educational trust, Future Academies is committed to the safeguarding and promotion of the welfare of all children and young people. Therefore, the Trust expects all members of staff and volunteers to share in this commitment. An 'Enhanced Disclosure and Barring Service' check and a 'Barred List' check is required for this role.

