



COUNDON
COURT

Admin Assistant/Receptionist

Recruitment Pack





BUILDING BRIGHTER FUTURES



Our story is one of moral purpose. We are a learning community where everyone works collaboratively to plan, spread expertise and tackle challenges together — always focused on putting the needs of our students first. Together we build brighter futures.

Our Mission

We aim to make a difference by raising the horizons and ambitions of everyone who learns, works, and lives within our diverse communities.

Our Values

The Trust is committed to building brighter futures. This commitment is underpinned by three core values:

- Student's first
- It's about learning
- No barriers

Join Us

This is an exciting time to become part of The Futures Trust. Every role here is more than a job — it's real, impactful work that makes a meaningful difference in the lives of our students and their communities. We offer trust wide career paths and invest in outstanding opportunities for our staff to learn, grow, and truly change lives.



4

Primary Schools



6

Secondary Schools



9000+

Students



1300+

Staff



Thank you for considering a career with The Futures Trust.

We are delighted to provide you with this recruitment pack, designed to offer all the information you need to embark on a rewarding journey with us.

Chris Heal

Head Teacher



Coundon Court School is a thriving school that is committed to Building Brighter Futures for all of its students.

Every decision we make is about the young people we serve, their learning experience and their personal development. We are looking to expand our team of talented professionals who excel in their field to help us on the next phase of our exciting journey.

We look forward to hearing from you.



▼ Job Details

JOB TITLE	ADMIN ASSISTANT / RECEPTIONIST	
OPPORTUNITY	We are seeking to appoint an excellent Admin Assistant / Receptionist to work as part of a busy team providing a professional, efficient and centralised administrative support to the school. As a qualified Admin Assistant / Receptionist you will possess a passion for ensuring that students and parents/carers and the local community receive key messages and have an understanding of the core values of our school.	
REPORTING TO	Grace Morris	
LOCATION	Based at Coundon Court School with a requirement to travel to work at or for schools in the Trust.	
SALARY / HOURS	£25,430 to £26,661 (FTE) £22,640 to £23,736 (Pro-rata salary) 37 hours / 40 weeks per annum Monday – Thursday: 8.00 am to 4.00 pm Friday: 8.00 am to 3.30 pm	
BENEFITS ENHANCING WORKING LIVES	- Competitive rates of pay - Professional development opportunities - Career pathways across the Trust - Teacher / Local Authority Pension Scheme - Online retail discount - Employee Assistance Programme - Family Friendly policies to support family & carer commitments - Flexible Working Arrangements www.thefuturestrust.org.uk/why-work-for-the-futures-trust	



Job Description

Job Purpose:

To work as part of a busy team providing a professional, efficient and effective centralised administrative support to the school.

To ensure that students, parents/carers and the local community receive our key messages and have an understanding of the core values of our school.

Duties and responsibilities:

- Provide an excellent customer service on behalf of the school by acting as the first point of contact, screening and referring as necessary via phone calls, email and our systems. This will require liaison with a number of key stakeholders including: staff, parents, students, the Local Authority, The Futures Trust colleagues, Governors and other external organisations. The main working areas are Reception, Main Office and Student Reception.
- To be the main cover for School Reception and Student Reception.
- Support the Visitor Management process ensuring that appropriate safeguarding checks have been conducted for any visitor /contractor in the school in accordance with the school's Visitor Management Policy.
- Provide efficient and effective centralised administrative support to the school where needs demand, subject to prioritising of work by the Principal's P.A..
- Provide First Aid support to students, staff, visitors and contractors as required.
- Deliver administrative support for Health and Safety –including maintaining First Aid supplies across the school and accurate recording of accident/incidents/near misses.
- Implement appropriate procedures and computer-based systems relating to the recording of student information, e.g. attendance information.
- Liaise with other internal departments to ensure student information is disseminated in accordance with school procedures.
- Dealing with printing request from the wider school
- Ensure adequate supplies of stationery for the administrative team.
- Responsible for the collection of outgoing mail and the distribution of incoming mail.
- Maintain and update student records across the year groups, including updating SIMS where necessary with details of Achievement, Behaviour and Intervention.
- Manage a number of inboxes ensuring that communications are processed accurately and efficiently.
- Support the school with the promotion, publicity and marketing requirements of the school, including assisting with Parent Consultation Day, Open Evening and other events.
- Work proactively in planning ahead for the school's calendared events, including school trips.
- Support the co-ordination of Trust-wide events and activities.
- Assist with updating the school social media with details of news and events.
- Disseminate the weekly school newsletter by email and social media.
- Undertake such duties as are within the scope and spirit of the job purpose, the title of the post and its grading and as directed by the Principal's P.A.



Line Management

- The job involves no direct responsibility for the supervision, direction or co-ordination of other employees. The work may involve demonstration of own duties, or providing advice and guidance to new employees or others.

Professional Development

- Maintain personal professional development to ensure that the knowledge and skills required to fulfill the role of School Administrator are up to date.
- Be a professional role model, and understand and promote the aims of the School and the values of the Trust.



Person Specification

AREAS	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
EDUCATION AND QUALIFICATIONS	- Achieved 5 GCSEs or equivalent including English and Maths at Grade 4/C or above. - First Aid at Work qualification (or willingness to be trained if not qualified)	Business or administrative qualification.	Application Form Certificates
SKILLS AND ABILITIES	- Able to communicate effectively both verbally and in writing with a range of audiences. - Ability to take accurate information from people over the phone and in person and relay to appropriate parties. - Able to maintain the highest levels of confidentiality and data security. - Organised; can prioritise and work well under pressure, with the ability to work to strict deadlines in a busy reactive environment exercising attention to detail. - Good interpersonal skills and the ability to handle difficult situations in a patient, calm and effective way. - Good problem solving and analytical skills. Have the ability to analyse problems and formulate different approaches leading to resolution. - Able to present themselves and the school positively and professionally, in both conduct and appearance. - Able to work with adults and students. - Able to work in accordance with the School's safeguarding policies and procedures.	- Accurate proof-reading skills - Ability to think creatively	Application Form Interview

AREAS	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
SKILLS AND ABILITIES CONTINUED	• Able to self-evaluate learning needs and actively seek learning opportunities. • Ability to work independently using own initiative with minimum supervision and collaboratively to ensure the delivery of agreed workload. • Can interpret and present written and numerical data in formats including spreadsheets and written reports. • Able to consistently produce high quality work and maintain accurate records. • Physically able to carry out the requirements of the role, with the ability to adapt to new work demands, working practices and technology. • High level of ICT skills including a high level of proficiency in Microsoft Excel, Word and database understanding and the ability to adapt to new ways of working in this area.	• Accurate proof-reading skills • Ability to think creatively	Application Form Interview
EXPERIENCE	• Experience of working of working with adults and/or students. • Experience as a member of a team.	• A minimum of 2 years’ experience working in an office or customer services environment. • Experience of writing agendas and accurate concise minutes. • Involvement in communicating with adults and/or students. • Experience of using SIMS desirable, however full training will be given.	Application Form Interview
KNOWLEDGE AND UNDERSTANDING	• Understanding of what excellent customer service looks like. • Excellent knowledge of the services that are provided by a school. • Understanding of how to provide service. • Basic knowledge of equal opportunities in the workplace.	• Knowledge of office procedures. • An understanding of SIMS. • An understanding of Safeguarding and Child Protection.	Application Form Interview
OTHER REQUIREMENTS	• Committed to their own professional development. • Committed to and able to promote the aims of the school and the values of the Trust: Learners First, It’s about Learning, No Barriers. • A flexible approach to working hours.		Application Form Interview



How to apply



Start Date:

As soon as possible

Closing date:

26th November 2025

Interviews:

TBC

If you wish to find out more about this role and a career within The Futures Trust please contact the Recruitment Team:

tel: 02477 102134

To apply for this post, please complete the online application form found at:

www.thefuturestrust.org.uk/work-with-us/current-vacancies

On application please read the following policies found at:

www.thefuturestrust.org.uk/work-with-us/recruitment-pack

- Coundon Court School Safeguarding & Child Protection Policy
- Safer Recruitment Policy
- Suitability Policy
- GDPR Privacy Notice for Applicants



The Futures Trust are committed to safeguarding and promoting the welfare of children and young people and require all staff and volunteers to share this commitment.

The successful candidates for all positions will be subject to an enhanced DBS check and Social Media check.