



**Briefing Pack for Applicants**

**General Administrator**

**April 2026**

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## Section 1 – Post Advertisement



**Barnsley Academy**

The best in everyone™

Part of United Learning

**Job Title:** General Administrator  
**Location:** Barnsley Academy, Farm Road, Barnsley, S70 3DL  
**Salary range:** FTE £24,978.00 gross per annum pro rata (actual of £23,762.72)  
**Contract:** Permanent, Full-Time 37.5 hours, Monday to Friday, Term Time + 4 weeks

Barnsley Academy is seeking to appoint a highly professional, organised, and self-motivated General Administrator to join our dedicated team. This is a key role within the academy, providing comprehensive administrative support across all departments to ensure the smooth and efficient running of day-to-day operations. The successful candidate will act as a central point of contact for staff, students, parents, and external stakeholders, delivering an exceptional level of service and maintaining the highest standards of accuracy and confidentiality.

The role requires flexibility and excellent organisational skills, as working hours will be 7.5 hours per day between 07:30 and 18:00, Monday to Friday, agreed on a termly basis. This is a term time + 4 weeks position, offering the opportunity to play a vital part in supporting the academy throughout the academic year and during key operational periods.

Barnsley Academy is proud to be an Ofsted-rated 'Good' school and a UNICEF Gold Rights Respecting School, reflecting our commitment to creating a safe, inclusive, and respectful environment for all. As part of United Learning, one of the largest and most successful multi-academy trusts in the country, we share a common ethos of bringing out 'the Best in Everyone'. Our academy serves students aged 11–16 and is deeply rooted in the local community, fostering ambition, determination, and respect in everything we do.

Joining Barnsley Academy means becoming part of a supportive and forward-thinking team that values professional development, collaboration, and innovation. If you are passionate about education and have the skills to deliver outstanding administrative support, we would love to hear from you.

### **This role includes:**

- Warmly welcoming visitors to the building, ensuring safeguarding compliance at all times.
- Take incoming calls to the school, directing callers to the right person, taking accurate messages, and screening calls, prioritising as needed and ensuring all messages are communicated to the right person promptly and accurately.
- Liaising with other stakeholders including external agencies, parents, and members of the public.
- Maintaining a tidy reception area, liaising with the Facilities team to ensure deliveries are distributed promptly.
- Maintaining meeting and conference rooms and ensuring these areas are reset following meetings.
- Processing and maintaining school records and documentation via Arbor MIS.
- Providing basic first aid support to students and staff when required, following academy procedures and ensuring incidents are accurately recorded.
- Providing administrative support including preparing letters for parents, photocopying and supporting on reception.

- Supporting the Office Coordinator with day-to-day operational administration tasks

**We are looking for someone who is:**

- Reliable, highly motivated and self-driven.
- Proactive and the ability to use own initiative and problem-solving skills.
- Experienced in reception and/or administrative/ customer services work in a busy work environment.
- Keen on attention to detail, has high standards and takes pride in their work.
- Experience in First Aid or willingness to undertake training
- A team player with excellent communication and interpersonal skills.
- Able to maintain positive relationships with all members of the school community.

**We will offer you:**

- Highly competitive salary. We pay an average of 5% above national scales, the best rates of pay in the sector.
- Excellent facilities and resources.
- Access to an outstanding professional development programme.
- At least one personal leave day a year.
- Polite, respectful and dedicated students who want to learn and fulfil their potential.
- Colleagues who are supportive, friendly and who are committed to each other’s professional development.
- A chance to become part of one of the largest groups of academies in the country.
- Opportunities to work collaboratively with colleagues in other schools within the Yorkshire cluster and across United Learning.
- Excellent employee benefits which include a highly sought-after pension scheme with high employer contributions.
- Access to training through the Apprenticeship Levy.
- Generous staff discount scheme.
- We are open to requests for flexible or part-time working; and we encourage open and regular conversations about work-life balance.

If you possess these qualities and share the academy’s vision, then we will be delighted to hear from you. Please refer to the job description and person specification for further details.

**How to Apply:**

To apply, please click the ‘Apply Now’ button at the top of the advert on our website using the following link to our vacancies page: [Barnsley Academy > About Us > Vacancies](#) and complete our online application form. Please note that CVs are not accepted.

**Closing Date, Shortlisting and Interviews:**

The following gives an indication of the planned timescales for the appointment process. We reserve the right to close this vacancy earlier than the stated deadline should we receive a sufficient number of applications. Shortlisting and interview dates may be subject to change.

|                                 |                                       |
|---------------------------------|---------------------------------------|
| <b>Application Closing Date</b> | By midnight on Wednesday, 13 May 2026 |
| <b>Shortlisting</b>             | Thursday, 14 May 2026                 |
| <b>Interviews</b>               | W/C 18 May 2026                       |

If you would like to discuss this exciting opportunity, please contact [hr@unitedlearningyorks.org.uk](mailto:hr@unitedlearningyorks.org.uk)

United Learning is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Employees will, in accordance with statutory guidance, be subject to a comprehensive checking process including an online check, references from current and previous employers, health, Right to Work in the UK, an Enhanced DBS check and a further check against the appropriate barred list.

## Section 2 – United Learning

Barnsley Academy is part of United Learning which is a large and growing group of schools aiming to offer a life changing education to children and young people across England.

Our schools work as a team and achieve more by sharing than any single school could. Our Subject Specialists, Group-wide Intranet, our own curriculum and online learning portal all help us share knowledge and resource, which supports simplifying work processes and managing workloads for an improved work-life balance.

As a Group we can reward our staff better, we provide good career opportunities, better pay, employee benefits and ultimately, the satisfaction of helping children to succeed. We invest in our staff wellbeing. Our academies each have at least eight INSET/training days per year (with three of those solely dedicated to planning) and an ongoing group-wide wellbeing programme. It is an ethos we call 'the Best in Everyone'.

We are working hard to become a more diverse organisation, which is key to our commitment to bringing out 'the Best in Everyone'. We welcome applications from everyone committed to this ethos and would particularly welcome applications from black and minority ethnic candidates who are currently under-represented in the Group as a whole. We always appoint on merit. We are open to discussing flexible working options.

<https://unitedlearning.org.uk/>

## Section 3 – Letter from the Regional Director

Dear Candidate

Thank you very much for your interest in the role within the Yorkshire United Learning Cluster. The cluster itself is a close-knit group of four Secondary Academies: Barnsley Academy, Fir Vale Academy, Sheffield Park Academy and Sheffield Springs Academy, who work alongside a number of local Primary Academies; all from within the United Learning Trust.

The cluster is well-established and has excellent support from locally based cluster central services. These cover Business Management, HR, IT and Site/Estate Facilities. They are led by an Executive Business Manager. This provides our Academies with excellent trained advice and support in these areas; this benefits the leadership and wider staff of every Academy.

United Learning Trust is a national organisation serving Primary and Secondary Academies, all-through Academies and Independent Schools. Our ethos is, “the Best in Everyone”. This is a useful phrase that sums up the work and focus of the organisation. Every decision taken is done with this aim in mind: for staff, for students and for the community. The Trust values of Respect, Determination and Ambition are driven through the Character Programme, which each Academy has carefully interpreted in their own way. The Trust attributes of Creativity, Confidence and Enthusiasm are demonstrated at every level.

United Learning, and Academies within the Yorkshire Cluster, demonstrate a strong commitment to staff CPD and staff wellbeing. If you join our schools you will be inducted, supported and developed in a deliberate way from before you even take up post. Our status as an Academy Trust enables highly competitive rates of pay progression and our employee schemes, such as Perkbox, are an attractive feature of employment.

Above everything, we put young people first and seek to recruit adults who share this view. We work with students, parents and families to provide a structured, supportive experience that enables them to achieve as well as they possibly can and become excellent scholars and rounded individuals. We insist on classrooms and corridors that are respectful, orderly places where everyone is expected to display positive and mature attitudes.

Applying for a new job is a huge investment of time and emotional energy. The recruitment decision has to be right for employee and employer. I would encourage you to seek out any information you need in order to make the important decision to apply and we welcome visits to our schools in advance of applications wherever this might be helpful.

I do wish you the very best with your application and thank you again for considering us.

Best wishes,

Laura Moore  
Regional Director  
United Learning

## Section 4 – Letter from the Principal of Barnsley Academy



Dear Candidate

Thank you very much for your interest in joining Barnsley Academy. I am extremely proud to call myself Principal of this wonderful school and to lead such a dedicated and highly skilled staff team.

Barnsley Academy is a thriving, inclusive secondary school at the heart of our local community. As part of United Learning, we are committed to delivering an education with character—one that nurtures academic excellence, personal development, and a strong sense of belonging. We serve a diverse student population and are proud of our inclusive ethos, high expectations, and relentless focus on ensuring every child achieves their full potential.

Barnsley Academy is a place where professional growth is supported, and every member of our team plays a vital role in shaping the future of our students and our school. Our staff are passionate, collaborative, and deeply committed to making a difference.

We are an outward-facing school, learning from outstanding schools both within the group and beyond. We are unapologetic about our high standards and unashamedly ambitious for all of our students and we are on a journey to becoming a great school with excellence as standard. As part of this journey, we have created a culture that is warm and strict, disciplined and joyful, and ensures disruption-free classrooms, so that teachers can teach and students can develop both their knowledge and character.

In addition, we are committed to staff wellbeing and have a wide-reaching wellbeing programme in place. We listen to the views of our staff team and strive to make Barnsley Academy a brilliant place to work for all, ensuring workload is considered and carefully balanced to ensure staff have the greatest possible positive impact on the young people of our school.

### **Location**

Our academy is located close to Barnsley town centre, with excellent connections to wider transport networks. The M1 motorway is just minutes away, whilst strong rail links are in place with connections to cities like Sheffield, Leeds and Huddersfield.

If you are aligned with our mission and values, we very much look forward to hearing from you and would be delighted to welcome you for a visit should you wish to have a look round before applying for the post.

Good luck with your application and thank you again for considering Barnsley Academy as the next stage in your career.

Best wishes,  
Stephen Pitcher  
Principal  
Barnsley Academy

## Section 5 – Job Description



### Job Description

|                                |   |
|--------------------------------|---|
| <b>Post title</b>              | General Administrator   |
| <b>Salary</b>                  | Band 1  |
| <b>Responsible to</b>          | Operations Officer  |
| <b>Responsible for</b>         | No direct line management responsibilities  |
| <b>Role purpose</b>            | To maintain the smooth and efficient running of the reception and admin areas of the school and to provide reprographics support within the team.<br>To provide an excellent first point of contact to internal and external customers and provide an excellent level of customer service to all stakeholders.<br>To offer a high-quality service that is responsive to the needs of the academy. |
| <b>Relevant qualifications</b> | Minimum grade 4 or grade C in English and Maths   |

The postholder must, at all times, carry out their duties and responsibilities within the spirit of United Learning and academy policies and procedures, and within the legislative framework applicable to academies.

### Role Summary

The successful post holder will have a key position providing a professional and welcoming front of house service for our busy school reception. In addition to reception duties, working as part of a small administrative team you will provide administrative support to the school.

### Key Responsibilities

#### Main duties

- Warmly welcoming visitors to the building, ensuring safeguarding compliance at all times.
- Take incoming calls to the school, directing callers to the right person, taking accurate messages, and screening calls, prioritising as needed and ensuring all messages are communicated to the right person promptly and accurately.
- Liaising with other stakeholders including external agencies, parents, and members of the public.
- Maintaining a tidy reception area.
- Liaising with the Facilities team to ensure deliveries are distributed promptly.
- Maintaining meeting and conference rooms and ensuring these areas are reset following meetings.
- Processing and maintaining school records and documentation via Arbor MIS.
- Providing basic first aid support to students and staff when required, following academy procedures and ensuring incidents are accurately recorded.
- Providing administrative support including preparing letters for parents, photocopying and supporting on reception.

- Supporting the Office Coordinator with day-to-day operational administration tasks.
- To act as the first point of contact for all school enquiries either by telephone, email, the school MIS, or face to face and ensure the smooth running of the school reception and admin areas.
- To perform reception duties in an efficient, professional and courteous manner.
- To ensure that the reception area and meeting rooms are kept legal, tidy, informative and welcoming to visitors at all times.
- To record and sign visitors and pupils in and out of the school as and when necessary.
- Issue visitor passes, checking ID and DBS clearance certificate ensuring safeguarding compliance at all times.
- To undertake routine clerical duties, i.e. production of letters, photocopying, producing class lists, mail merge, etc.
- To use various software packages as directed by the school.
- Complete and obtain appropriate authorisation for pupils entering and exiting the academy building.
- Receive parcels and post ensuring these are delivered to departments as soon as possible via the Facilities Team.
- Carrying out reprographics efficiently and smoothly to agreed policy within copyright laws as directed by the Office Coordinator.
- Liaise with appropriate people in the maintenance of reprographics printers.
- Support staff in producing resources for learning and administration.
- Ensure confidentiality at all times.
- To be a member of the academy's administrative team, assisting with other office duties during busy periods.
- To maintain manual and computerised filing systems.
- To keep the list of authorised visitors up to date, liaising with HR, SLT and the Operations Manager
- To develop and maintain professional relationships with Managers, Staff and Support Services colleagues to ensure consistency and enhanced service delivery

## General

- Provide an outstanding administrative service to the Academy and its community.
- To develop excellent working relationships with colleagues internally, centrally and externally.
- To be an effective and flexible member of the Support Services Team, contributing to the successful adherence to Safeguarding Policy.
- To uphold the Academy policies and procedures at all times.
- To ensure any documentation produced is to a high standard and is in line with the in-house style.
- To be aware and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Participate in training and other learning activities as required.
- Participate in the Academy's Performance Management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To promote the area of responsibility within the Academy and beyond.
- To represent the Academy at events as appropriate.
- To support and promote academy and United Learning's ethos, playing a part in strengthening relationships between academies and with central office.
- To undertake any other duties and responsibilities as required that are covered by the general scope of the post.

- To actively participate in continuous professional development and act as a positive role model across the academies and Trust.
- The above duties are not exhaustive, and the post-holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Executive Business Manager and Human Resources.
- This job description will be kept under review and may be amended via consultation with the individual, Executive Business Manager and Human Resources as required.

## Information

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to undertake in the organisation. However, it should be noted that whilst every effort has been made to outline all duties and responsibilities, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the postholder. Elements of this job description and changes to it may be negotiated at the request of either the postholder or the incumbent of the post.

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I accept my job description and job title as detailed above.

|                     |  |
|---------------------|--|
| <b>Name (print)</b> |  |
| <b>Sign</b>         |  |
| <b>Date</b>         |  |

## Section 6 – Person Specification



### Person Specification

|                   |                       |
|-------------------|-----------------------|
| <b>Post title</b> | General Administrator |
| <b>Salary</b>     | Band 1                |

| <b>Education and Qualifications</b>   | <b>Essential</b> | <b>Desirable</b> |
|---|------------------|------------------|
| Excellent literacy and numeracy to support delivery in the role                               | X                |                  |
| Evidence of further professional development and training.                                    |                  | X                |
| First Aid qualification, or happy to work towards   |                  | X                |
| GCSE English and Maths  | X                |                  |
| <b>Experience</b>   | <b>Essential</b> | <b>Desirable</b> |
| Experience in a similar role in an office environment, school reception or customer services. | X                |                  |
| Experience of administration tasks.   | X                |                  |
| Experience operating in a fast-paced environment.   | X                |                  |
| Experience of taking phone calls, taking messages or directing calls to the correct person.   | X                |                  |
| Experience of using management information systems.   | X                |                  |
| <b>Knowledge and Skills</b>   | <b>Essential</b> | <b>Desirable</b> |
| Knowledge of what an effective administrative service can offer.                              | X                |                  |
| Good interpersonal skills to ensure effective communication at all levels.                    | X                |                  |
| Good competency in office applications, for example, Microsoft Office.                        | X                |                  |
| Good written and verbal communication skills.   | X                |                  |
| <b>Teamwork</b>   | <b>Essential</b> | <b>Desirable</b> |
| Recognises the contribution and achievement of colleagues.                                    | X                |                  |
| Keeps colleagues, stakeholders and/or customers informed of progress.                         | X                |                  |
| Treats others fairly, openly and consistently.  | X                |                  |
| Expresses disagreement or challenges views calmly, constructively and tactfully.              | X                |                  |
| Supports and co-operates with colleagues.   | X                |                  |
| <b>Personal Attributes</b>  | <b>Essential</b> | <b>Desirable</b> |
| High levels of discretion, confidentiality, and awareness of Data Protection.                 | X                |                  |

|   |   |  |
|---|---|--|
| High levels of personal and professional integrity.   | X |  |
| A facilitative approach to problem-solving and a 'can do' mindset.  | X |  |
| Good written and verbal communication skills.   | X |  |
| Ability to prioritise, multitask and manage workloads while maintaining a flexible response to urgent requests. | X |  |
| Good interpersonal skills and ability to work with stakeholders at all levels.                                  | X |  |
| Organised and good attention to detail.   | X |  |
| Maintains high standards and takes initiative to make things better.  | X |  |
| Make recommendations for improvements to enhance quality of service.  | X |  |

## **Section 7 – The Appointment Process**

These notes are intended to guide you when making an application.

### **The Application Form**

The application form is accessible via the 'Apply' link on the job advertisement. Please complete the application form neatly, fully and accurately, including exact dates. You are requested to submit a concise application. CVs are not accepted.

### **Education and Training**

State your qualifications and any training you have undertaken relevant to the post.

### **Present Appointment**

Make it clear what your present post is, which establishment you work in and who your employer is.

### **Previous Appointment**

When completing this section it is important that you offer a continuous record, or an explanation of any gaps to allow full account to be taken of your experience, for example, child raising, voluntary work.

### **Referees**

Suitable referees are people who have direct, recent experience of your work and who are in responsible positions. Reference will be taken if the candidate is successfully short-listed for interview. We may need to contact them at short notice so please be specific with regard to contact addresses including e-mail and telephone numbers.

### **The Supporting Statement**

The supporting statement is regarded as a very important part of your application. You should make statements that demonstrate how your qualifications and experience match the post.

### **Arrangements for Interview**

Shortlisted applicants will be contacted as soon as possible after the closing date. Referees are contacted prior to the interview stage for teaching and support staff posts. We would ask that all shortlisted applicants read the safeguarding information on the school website/s prior to attending the interview.

### **The Interview**

Candidates will be invited to interview at the school during which time they will have the opportunity to meet staff and students and see the school at work.

### **Feedback**

Feedback is offered to those candidates who are shortlisted, interviewed and not recommended for appointment. It is hoped that this information will help you with future applications.

## Section 8 – Visitors/Contacts for Barnsley Academy



**Barnsley Academy**

The best in everyone™

Part of United Learning

Barnsley Academy  
Farm Road  
Kendray  
Barnsley  
South Yorkshire  
S70 3DL

Website: [www.barnsley-academy.org](http://www.barnsley-academy.org)

Email: [enquiries@barnsley-academy.org](mailto:enquiries@barnsley-academy.org)

Telephone: 01226 284606

Barnsley Academy is an 11-16 secondary and is Ofsted rated 'Good'. As part of United Learning our aim is to bring out 'the Best in Everyone' and we continuously strive to ensure that students and staff have every opportunity to succeed, with their potential developed to the utmost.