

Part-Time Receptionist

new wave
federation



SHACKLEWELL PRIMARY SCHOOL
NEW WAVE FEDERATION • HACKNEY

SALARY & SCALE

£11,946 - £12,471
Pro Rata
Scale 4 (Points 7-10)



CONTRACT & HOURS

3:15pm - 6:15pm
Monday to Friday
Term Time Only

KEY DATES

Interviews:
w/b 9th Nov
Start:
as soon as possible



WELCOME LETTER

Dear Applicant,

Thank you for your interest in the Part-Time Receptionist role at New Wave Federation. New Wave was founded in 2016 and comprises Grazebrook, Shacklewell, Woodberry Down, and Thomas Fairchild Primary Schools.

Our schools collaborate to drive excellence and enhance standards. As we continue to expand, we are seeking a dedicated manager to join us in this journey.

This information pack provides essential details about the role and the application process. If you wish to schedule a visit or have any questions, please contact Ms Amina Zaki at **020 7254 1415**.



We are in search of an approachable, highly organised, and reliable **Part-Time Receptionist** to represent Shacklewell Primary School during our busy late afternoon hours. The successful candidate will act as the welcoming face of our school, managing front-of-house enquiries, supporting end-of-day dismissals, and assisting parents, visitors, and staff with warmth, professionalism, and care. If you possess exceptional communication skills, strong attention to detail, and a commitment to maintaining a safe and welcoming environment for our school community, we would love to hear from you.

What we can offer you:

1. Popular, well-resourced schools with welcoming and supportive environments;
2. A strong culture of collaboration across our four Federation schools;
3. Excellent professional development opportunities and support for career progression;
4. A friendly, dedicated and supportive staff team committed to working together;
5. The opportunity to make a meaningful contribution to four vibrant schools.

If you are an effective communicator with vision, energy, and a strong commitment to operational excellence and bring enthusiasm, professionalism, and a drive to make a positive impact, we would be delighted to meet you.

Kind regards,

Nicole Reid

(Executive Headteacher, New Wave Federation)

ABOUT OUR SCHOOLS

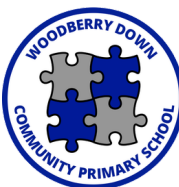
New Wave Federation brings together four vibrant and diverse schools, each with its own unique character, community and strengths.



Grazebrook Primary School is a welcoming and inclusive school in Stoke Newington, committed to providing a positive learning environment where children are encouraged to develop their confidence, independence and love of learning.



Shacklewell Primary School, based in Dalston, is a diverse and inclusive school at the heart of its local community. The school places a strong emphasis on high expectations, positive relationships and ensuring that every child is supported to achieve their potential.



Woodberry Down Community Primary School, in Manor House, is a community-focused school that values inclusion, collaboration and strong relationships with families. The school is committed to creating an environment where children feel safe, valued and motivated to learn.



Thomas Fairchild Community School, based in Hoxton, is a vibrant and inclusive school with a strong commitment to developing confident, resilient and successful learners. The school works closely with its community and places children at the centre of all that it does.

Together, the four schools benefit from working as one Federation. We share expertise, resources and best practice while celebrating the individual identity and strengths of each school. This collaborative approach enables us to support our staff, strengthen our provision and continually improve the experiences and outcomes of our pupils.

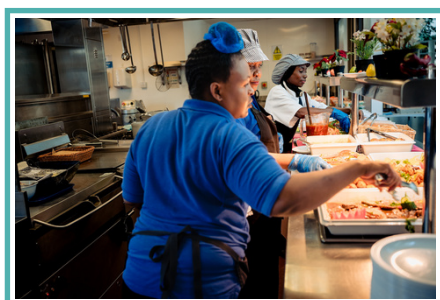
APPLICATION PROCESS

1. Please read the application pack carefully. It contains the person specification, job description and details of the duties and responsibilities associated with the role.
2. Please complete the enclosed application form. CVs will not be accepted. All applicants are required to provide a supporting statement. Applications without the required documents may not be considered.
3. When completing your supporting statement, please ensure that you address the criteria outlined in the person specification and demonstrate how your skills, experience and knowledge meet the requirements of the role.
4. If you have any questions about the application process or would like to arrange a visit to any of our schools, please contact the school office for further information.
5. Completed applications should be submitted by email to the address provided in the application pack.
6. When completing the references section of the application form, please ensure that your first referee is your current or most recent employer.



PERSON SPECIFICATION

CATEGORY	ESSENTIAL	DESIRABLE
Qualifications	GCSE English and Mathematics (Grade C/4 or above, or equivalent).	Relevant administrative/reception qualification (e.g., NVQ in Business Administration).
Experience & Knowledge	- Demonstrable experience working in a people-facing or front-of-house administrative role. - Proficient in standard office software including Microsoft Word, Excel, Outlook, and web-based applications.	- Prior experience using UK school Management Information Systems (MIS) such as SIMS, Arbor or Bromcom. - Experience working within an educational or UK primary school environment.
Communication	- Excellent verbal and written communication skills with standard English fluency. - Polite, professional, and reassuring telephone manner when handling queries from parents and external agencies.	Ability to de-escalate sensitive or challenging queries calmly and diplomatically at the front desk.
Skills & Abilities	- Strong organisational and time-management skills with the ability to multitask in a fast-paced afternoon environment. - High level of accuracy and attention to detail in record-keeping. - Strict commitment to maintaining confidentiality and managing sensitive personal data.	Ability to adapt quickly to changing priorities during end-of-day school pickup hours.
Accountability & Freedom to Act	- Ability to work independently and exercise initiative during peak end-of-day school hours while following Federation policies. - Strong commitment to safeguarding, pupil welfare, and Keeping Children Safe in Education (KCSIE) practices.	Understanding of general Health & Safety and site security procedures relevant to primary schools.



KEY RESPONSIBILITIES

Front of House & Visitor Management

- Serve as the welcoming, professional, and main point of contact for the school reception during peak late-afternoon hours (3:15pm – 6:15pm).
- Greet visitors, contractors, and parents in accordance with Federation visitor protocols, ensuring all individuals are appropriately checked in, issued badges, and verified.
- Oversee access control at the main entrance, maintaining site security and ensuring the safety of pupils, staff, and visitors.
- Manage telephone, email, and face-to-face enquiries efficiently, taking accurate messages or routing calls to appropriate personnel.

Safeguarding & Pupil Welfare

- Adhere strictly to all school safeguarding policies, child protection procedures, and Keeping Children Safe in Education (KCSIE) guidelines.
- Assist with the safe coordination of pupil dismissals, ensuring children are released only to authorised adults and reporting any late pickup issues promptly to senior leadership.
- Record and communicate medical or welfare concerns brought to the main office during afternoon hours, escalating first-aid or safeguarding incidents according to school protocol.
- Maintain total confidentiality regarding pupil, family, and staff personal data in compliance with UK GDPR and data protection requirements.



Administrative & Communication Support

- Assist with end-of-day administrative duties, including maintaining visitor logs, pupil attendance updates, and after-school club registers.
- Handle incoming and outgoing post, deliveries, and general administration tasks using core office software (Word, Excel, Email) and school management systems (e.g., Bromcom).
- Liaise with parents, carers, and staff regarding late collections, after-school activities, and general school information with clarity and diplomacy.
- Maintain a clean, organised, and tidy front desk and reception area that reflects the high standards of the school and Federation.



SHORTLISTING

Once your application has been received, you will receive an acknowledgement by email. Candidates who are shortlisted for interview will be contacted shortly after the closing date.

As part of the Federation's commitment to safeguarding and in line with Keeping Children Safe in Education (KCSIE), shortlisted candidates may be asked to provide relevant social media information to enable an online search to be undertaken prior to interview.

Shortlisted candidates may be required to complete a selection task and attend a formal interview. Candidates should ensure that, if successful, they are able to provide the necessary evidence of their right to work in the UK. The Federation will undertake all required checks in accordance with current legislation.

HOW TO APPLY

For an application form and further information, or to arrange a visit, please contact:

Ms Amina Zaki

020 7254 1415

azaki@newwavefederation.co.uk

SAFEGUARDING & INCLUSION

Successful candidates will be required to complete an enhanced Disclosure and Barring Service (DBS) check, where applicable to the role.

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

All qualifications, references and other relevant pre-employment checks will be verified before an appointment is confirmed.



KEY DATES

Closing Date: Friday 6th November

Interviews: Week beginning
9th November

Proposed Start Date: As soon as possible

If you are an experienced receptionist looking for an opportunity to make a real difference across a thriving four-school primary federation, we would love to hear from you.

