



Pupil Services Administrator

Candidate Pack

Opportunity through community

Dear candidate,

Thank you for expressing an interest in this position. The Reach Free School is an 11 to 18-year-old school in Rickmansworth that serves pupils of all backgrounds and abilities. It was opened in September 2013 by teachers and local parents and continues to go from strength to strength.

Academic achievement, our school community, and a love of learning are key to this school's ethos, and we take great pride in knowing all of our pupils and understanding what makes them the individuals they are. Everywhere you turn in this school, pupils and staff work together to achieve the very best.

Our GCSE and A Level results are strong, we have a positive local reputation, and we remain innovative in our approach. All of this ensures that future generations of young people have access to an excellent, non-selective school right in the heart of their community.

Everyone involved in the school wants the very best for our pupils, and there are incredibly high expectations regarding their learning behaviour, how they conduct themselves, and the contribution they bring to the school. We expect all pupils to:

- Commit their best efforts to all that they do
- Work with their teachers to exceed their goals
- Support each other to achieve their potential
- Demonstrate exemplary behaviour in all that they do
- Take pride in their school and its community within its walls and beyond
- Enjoy learning

The school plays an active role in the community, working with local businesses, supporting local events and providing a hub for local services. Pupils are involved in the school's wider responsibilities, developing leadership and decision-making skills, communication and collaboration and independent, self-led learning.

The school was inspected by Ofsted in October 2024, who confirmed that effective action had been taken to maintain the standards identified at the previous inspection. As such, the school has elements that are outstanding and others that are firmly good. Attracting the very best staff is the most effective way to continue our development, which is important for us as we move through the school's second decade.

If you are passionate about contributing to the continued development of our unique school, then we look forward to receiving your application.

Richard Booth
Headteacher



The Ethos of the School

The Reach Free School's ethos and curriculum are designed, first and foremost, to meet the needs of the young people in the local area. The core of our ethos is to personalise the education of every pupil so that they can maximise their potential and realise their dreams and aspirations.

We believe in the following principles:

Achievement – Realised through recognising the individual needs of every learner

Community – Embracing, utilising and supporting the local community for the benefit of all learners and building partnerships to support teaching and learning

Enjoyment – A commitment to innovative practice and the application of technology to develop enthusiasm for learning

Features of The Reach Free School

A Smaller School – With 750 pupils, The Reach Free School is a close-knit environment, ensuring a strong sense of community.

Modern facilities - In September 2018, the school moved to its £19 million new home with first-class facilities throughout.

'Outstanding' Judgements - In October 2024, the school was inspected by Ofsted, confirming that effective action had been taken to maintain the standards identified at the previous inspection. Here, the school received outstanding judgements for the 'Effectiveness of leadership and management' and 'Personal development, behaviour and welfare'. Many of the strengths identified in 2019 remain in place, including "Pupils' experiences at this school are exceptional" and "pupils' behaviour is exemplary".

Transition – From September 2023, we have reverted to four classes in year 7, having taken an additional form of entry in 2022. Each year 7 class benefits from their own Home Room and a dedicated Assistant Teacher for the first year. This Assistant Teacher is the form tutor for this class and supports learning in a range of subjects for their pupils. Together, these help ease the transition from primary to secondary school for the children and help us understand each child as an individual.

Focus on English and Mathematics – The school focuses on English and Mathematics, the building blocks for success in other subjects. Literacy and mathematics pervade teaching and learning at the school, and all teachers play a role in developing pupils' skills in these areas.

Reach Beyond – This is the school's all-encompassing wider curriculum, which includes a reading programme for key stage 3, a targeted academic support programme from year 10, our REACH Time PSHE programme and community projects, where pupils work together on local projects. Reach Beyond helps develop our pupils into creative, confident, and proactive individuals. At Sixth Form, we have a Reach Out programme for students as they prepare for life beyond school.

Technology-Rich – All pupils are provided with a school device, and teachers are encouraged to use the latest technology to teach creatively

Expectations

At The Reach Free School, we expect our staff to:

- Approach their role with enthusiasm and dedication
- Be committed to securing the best outcomes for the school
- Have a passion for education and be open to innovative approaches in everyday aspects of school life
- Lead their areas of responsibility and support the premises team, as required
- Be well organised and have excellent communication skills
- Be flexible in their approach to work, adapting to new challenges

In return, we will offer you:

- A happy and supportive working environment with high expectations and standards
- Access to the latest technology to assist in developing your teaching and learning
- Competitive salaries based on skills and experience
- A staff committee that organises various social events
- A comprehensive employee assistance programme
- A £500 new employee referral scheme
- Free parking
- A BUPA cash plan to contribute to medical care
- A Cycle to Work Salary Sacrifice Scheme
- Up to five days paid leave in compassionate, emergency or exceptional circumstances. For example, our staff can see their children perform in assemblies or shows.
- A network of outstanding practitioners to collaborate with and learn from, both in school and across the Watford Partnership for Teacher Training
- A comprehensive professional development programme, together with opportunities to further develop your career





Job Description

Job Title:	Pupil Services Administrator
Reports to:	Admin and Finance Manager/ Deputy Headteacher - Pastoral (for admissions)
Hours:	Full-time, Term Time plus one week in the Summer holidays (8.00am until 4.15pm)
Salary Range:	Academy Trust Scale based on skills and experience (£21,850 to £28,093 FTE)
Start Date:	December 2025/ January 2026

Overall Responsibilities:

As a key member of the administration team, the Pupil Services Administrator will provide front-line support to pupils at our services desk, effectively managing a diverse range of enquiries, tasks, and projects. This is a fast-paced environment as you will need to respond to the needs of 750 pupils. Beyond direct pupil support, you will deliver essential administrative services to staff and parents, undertaking key tasks that directly contribute to the smooth and efficient running of the school.

This includes comprehensive support for admissions, timely activation of pupil data for Free School Meals, meticulous tracking and management of pupil records, and handling all internal communications with students and parents.

A key part of this role is the accurate management of data and administrative processes. You will ensure that all records are up to date, maintain confidentiality at all times, and comply fully with data protection regulations. Additionally, you will support the wider school by coordinating reprographic services, managing school resources, and ensuring the efficient flow of essential supplies.

Your proactive attitude, strong organisational skills, ability to multitask and respond effectively to frequent interruptions, and effective communication will be vital in supporting our school community. You will anticipate needs, prioritise tasks, and respond effectively to a variety of administrative challenges, ensuring the seamless daily operation of the school.

Main duties

The Pupil Services Administrator will:

- Be the main point of contact at Pupil Services, building a positive, calm and professional relationship with pupils and staff and effectively managing the pupil services area
- To be a point of contact for the pupil administration of the Arbor Management Information System
- Manage dinner money administration, including financial queries, debt control, and subsidy allocation
- Provide administrative support for ad hoc school events such as vaccinations, school photography days, and school tours
- Organise and administer approximately 800 school lockers, including repairs, maintenance, and key replacement
- Carry out a wide range of pupil-related services, including printing replacement timetables, maintaining dinner accounts, liaising with parents, guardians, and carers, and distributing lost property or forgotten items
- Organise and manage exercise book administration for the whole school, ensuring sufficient orders, optimal stock levels, and accurate labelling
- To maintain a general stock of school stationery
- Serve as the primary contact for biometric administration
- Manage the second-hand school uniform shop efficiently
- Administer the school's Chromebook repair, replacement, and loaning procedures
- To maintain the database of Chromebook serial numbers and trace any devices that go missing
- Effectively utilise and manage the time of Sixth Form helpers
- Provide administrative support for pupil admissions to the Deputy Headteacher - Pastoral, maintaining a comprehensive database of applicants and liaising with families, external organisations, and other schools to ensure information is accurate and up to date
- Ensure Senior Leaders have essential information to make informed decisions regarding admissions
- Ensure continuity of operations by providing cover for colleagues during absences.
- Provide administrative support to other members of the Admin and Finance team as required
- Maintain strict confidentiality at all times

Wider Responsibilities

- Take part in the school's performance management process
- Attend training sessions as necessary to support professional development
- Provide reception support for evening and weekend school events on a rota basis
- Carry out other tasks commensurate with their role, as directed by the Admin and Finance Manager or Senior Leadership Team

All staff are encouraged to contribute their skills, ideas, and enthusiasm for the benefit of the whole school community. They should be prepared to take on responsibilities beyond their core duties and support efforts to promote the school, such as open evenings and community events. All staff agree to undergo an enhanced DBS check.

Job context

The school welcomes individuals of a high professional standard and shares the responsibility with each staff member for ongoing review and the development of expertise.

All members of staff make a valuable contribution to the school's development and, therefore, to the progress of all pupils.

The Academy Trust will endeavour to make any necessary, reasonable adjustments to the job and working environment to enable access to employment opportunities for disabled applicants or continued employment for any employee who develops a disabling condition.

Review of Duties

The specific duties assigned to any individual staff member are subject to annual review and may be modified after discussion with the employee.

Salary

The Reach Free School operates its own payscale, which currently exceeds that of those used by other schools in the fringe area. The salary range for this position is between [£21,850 and £28,093 FTE] and will be awarded based on the experience, skills and suitability of the candidate. This is based on daily working hours of 8.00am until 4.15pm, during term time and one week in the Summer holidays.

Person specification

	Essential	Desirable
Qualifications and Training	• GCSE Maths and English (grade A*-C/ 9-4) or equivalent	• Relevant qualifications in office administration • First Aid Qualified
Knowledge and Experience	• General clerical/administrative work • Using IT systems to compile reports, as well as analysing statistical data for monitoring purposes • knowledge and understanding of school systems • Use of relevant equipment and resources in a school environment • Knowledge of relevant policies/ codes of practice and awareness of relevant legislation relating to schools	

	Essential	Desirable
Skills and Abilities	• Ability to relate well to children and adults • Ability to communicate effectively, both orally and in writing, especially with pupils, parents, guardians and carers, staff, external agencies and other professionals • Work constructively as part of a team, understanding school roles and responsibilities and your own position within these • Able to use own initiative and work alone when necessary • Ability to work collaboratively • Ability to overcome communication barriers with pupils • Ability to listen effectively • Ability to use own initiative and work alone when necessary • Demonstrate an ability to cope with stressful / conflict situations • Commitment to The Reach Free School's core values of achievement, community, and enjoyment (ACE) • Confident use of technology	• Ability to use IT systems effectively • Ability to identify own training and development needs and cooperate with the means to address these
Other qualities	• Awareness of health and safety requirements related to the role • A flexible approach to working patterns and expectations, understanding the evolving nature of the school and role • A desire to succeed in all aspects of the job • A commitment to the promotion of health, safety and the safeguarding of children	• A flexible approach to working patterns and expectations, understanding the evolving nature of the role and school and a willingness to work additional hours, if required

How to apply

Completed application forms, along with recruitment monitoring forms, should be submitted in one of the following ways:

Electronically to:	Mrs Keri McKay, HR Officer, kmckay@reachfree.co.uk
By post to:	The Reach Free School Long Lane Rickmansworth Hertfordshire WD3 8AB

Once your application has been received, it will be acknowledged by email.

If submitting your application electronically, please save your form with your name at the beginning of the file name.

In compliance with Safer Recruitment guidelines, CVs will not be accepted.

Potential candidates may contact The Reach Free School with any questions on 01923 711517 or via email at kmckay@reachfree.co.uk.

Safer Recruitment

The Reach Free School is dedicated to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment. To ensure we fulfil this responsibility, all candidates will undergo a thorough selection process designed to deter and identify unsuitable applicants. Details of this process are outlined below. Should you require further information, please do not hesitate to contact the school.

Disclosure

This role involves significant access to children, and any appointment will be subject to an enhanced Disclosure and Barring Service (DBS) check for previous criminal convictions. Candidates must disclose any convictions, cautions, or bind-overs, including 'spent convictions' as defined under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020), prior to appointment. Failure to disclose relevant information may result in termination of employment. However, a criminal background will not automatically exclude individuals from employment; each case will be considered based on the nature and timing of the offence(s).

Online searches

Keeping Children Safe in Education (KCSIE) asks schools to carry out online searches on shortlisted candidates as part of the process of assessing suitability. The school will also carry out a prohibition from teaching check. Non-disclosure may lead to termination of your employment.



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