

EXCELLENCE THROUGH ENDEAVOUR



The Richmond upon Thames School

Job Application Pack

Reception and Welfare Officer

Salary: RTS Scale 6

£31,282 - £32,220 Pro-rata

Term -Time only + 2 Weeks





Dear Candidate,

I am delighted that you have expressed an interest in The Richmond upon Thames School (RTS).

As a thriving comprehensive secondary academy (11-16), we have grown rapidly since opening in 2017 and now have 762 students across Y7 to Y11. In partnership with our Campus Partner, Richmond upon Thames College, we have launched RTS Sixth Form Plus, a distinctive, jointly-led provision designed to ensure our students experience a seamless and aspirational transition to KS5.

The years ahead promise to be particularly exciting. Situated at the heart of the Richmond Education and Enterprise Campus, RTS is uniquely positioned within a dynamic hub of education and innovation. We work alongside two outstanding special schools (Clarendon and Capella House) and a leading further education college (Richmond upon Thames College), creating a truly collaborative learning environment. Our state-of-the-art, purpose-built premises, alongside the next phase of campus development, including our new Sports Centre and the College's STEM Centre, both of which opened in 2024, provide an exceptional setting in which to learn and work.

Our ambition to do the ordinary differently continues to define our journey, as we establish RTS as a beacon of excellence. We recognise that being an outstanding school depends on the exceptional people within it. That is why we are committed to recruiting, supporting, and developing dedicated professionals who are passionate about education's transformative power. We want our staff to thrive, to excel through professional development, and to contribute meaningfully, not only to our students' lives but also to the broader educational landscape. At RTS, we foster an environment where ambition, innovation, and inclusivity shape the next generation of learners and leaders.

If you are driven to engage and inspire students, eager to work within a team of professionals who are relentlessly focused on continuous growth, and keen to collaborate with our industry and education partners, Haymarket Media Group, Harlequins FC, the National Physical Laboratory (NPL), and Richmond upon Thames College (alongside the wider HRUC group), then RTS is the perfect place for you. Our partnerships allow us to diversify and enrich the student experience, ensuring that every young person leaves RTS equipped for limitless opportunities and ready to be a champion for equality and social justice.

We welcome prospective candidates to reach out with any questions prior to submitting an application. Please contact Barbara Munro, PA to the Head Teacher, at pa@rts.richmond.sch.uk to arrange a suitable time.

We look forward to receiving your application and wish you well with the process.

A handwritten signature in black ink, appearing to read 'K Dooley'.

Kelly Dooley
Head Teacher - The Richmond upon Thames School

Our motto

Excellence Through Endeavour



Our school

RTS is a co-educational, non-selective and non-faith based school for 11-16 year olds and admits six forms of entry (162 children) per year.

The Richmond upon Thames School (RTS) provides an inspiring place for young people to learn and work purposefully towards achieving their best at all times. Our students are valued as individuals, recognised for their talents and challenged in their endeavours.

Our school encourages an atmosphere that rewards hard work and expects high academic achievement, but also provides an environment where children can develop as people and learn valuable life skills. Our students will emerge as confident, resilient individuals, who can build positive relationships and demonstrate commitment in everything that they do.

RTS strives to be a welcoming place where everyone is valued highly and where tolerance, honesty, cooperation and mutual respect for others are fostered. It provides equal opportunities for all children regardless of disability, gender, race, religion or beliefs. We also promote a shared sense of purpose with our students, teachers, parents, and Trustees; all working towards a common goal to make the best possible school for our children.

Our team of talented staff inspire and nurture students throughout their school life, delivering imaginative, stimulating lessons that keep every child engaged. The school is already characterised by its excellent working relationships with industry partners, giving students the best possible foundations for their future careers. Our partners help shape the curriculum and set real-world projects, and will offer work experience and provide mentoring. Our unique access to real-world facilities through on-site partners Harlequins, Haymarket Media Group and Richmond upon Thames College, offer students a huge range of opportunities that will transform their future employment potential and enhance both their personal and physical development.

As leaders in digital technologies, we give every student the opportunity for safe and responsible access to the latest digital devices and encourage them to become the developers, not just the consumers, of future technology.

As a new school, connecting with our local community is important to us. Through supporting local projects, our students are encouraged to participate in programmes that widen their experiences and teach them the value of helping others. The school will also serve as a learning hub, providing a range of before-and after-school clubs, holiday activities, sports facilities hire and adult evening classes.



Our campus and facilities

RTS is housed in a purpose-built facility, with Clarendon School's secondary students and Capella House students accommodated in adjoining spaces.

Together with the Richmond upon Thames College, these institutions form the Richmond Education and Enterprise Campus, a hub of education, innovation, and opportunity.

Our recently completed (2025) outdoor sports facilities include floodlit artificial pitches – including a full-size pitch for football matches and rugby training – providing year-round opportunities for sport; alongside direct access to both 4G and grass pitches for rugby and football. In 2024, the campus expanded further with the opening of a double-height Sports Centre, featuring a four-court sports hall, a dedicated dance studio, and modern changing facilities.

The Education Campus model is redefining learning, integrating education with enterprise to equip students with the skills, experiences, and opportunities they need to succeed. Through strategic partnerships with Richmond upon Thames College, the Auriga Trust (Capella House and Clarendon), Haymarket Media Group, Harlequins, and the National Physical Laboratory, RTS benefits from a wealth of expertise from organisations that excel both nationally and globally. These partnerships continue to add a dynamic, real-world dimension to the school's curriculum and student experience.



Richmond upon Thames College

"Over the next two to three years the College is undergoing a transformation to become a first class further education college and a major technical and professional hub for West London with a reputation for academic and vocational excellence. The College is delighted to be a founder member of a school which will provide a high quality education, with a curriculum co-designed with us and the other Campus partners to provide choice and successful progression to further and higher education."



The Haymarket logo, consisting of a red vertical bar to the left of the word "haymarket" in white lowercase letters, with a registered trademark symbol.

Haymarket

"Having a clear understanding of what employers look for in a business professional is crucial for tomorrow's workforce. The Haymarket Skills Academy programme of media days, career support, work experience opportunities will help RTS students to maximise their potential."



Clarendon School

"A brand new, purpose built building will provide facilities and teaching spaces specifically designed for the particular needs of Clarendon School's pupils, including those with autism. Being co-located on the Campus with RTS and the College will provide opportunities for inclusion for students to and from each setting and improved transition arrangements post-16. It will also allow access to shared facilities and improved opportunities for sharing staff expertise between settings."



Harlequins

"Harlequins is immensely proud to be a part of RTS. As one of the school's partners, the Club will be working closely with the Free School to create a sporting programme for all age groups and levels across a range of sports to encourage participation and healthy living. There will also be a number of work placement opportunities with access to experts from the industry including health and nutrition, strength and conditioning, leadership and management. We are looking forward to working with the other partners to deliver an outstanding educational campus for 2017 and beyond."



Our curriculum

We are an inclusive school, where every student is stretched and challenged to exceed their personal best. Securing each child's academic success and independence is at the heart of our approach, with demanding teaching that fosters resilience, curiosity, and intellectual agility.

Our teaching methodologies ensure that students engage critically with complex concepts, developing the analytical skills needed to thrive in an ever-changing world. While our curriculum remains rooted in traditional academic excellence, we take an enterprising approach to its design, leveraging innovative digital technologies and strategic partnerships to enrich learning. Our extended school day provides students with access to a wealth of diverse and enriching learning experiences beyond the core curriculum.

In KS3 (Years 7-9), students benefit from a broad and ambitious curriculum, studying Art, Computer Science, Design and Technology, Drama, English, French, Geography, History, Mathematics, Music, Physical Education, Prep, PSHCE, RE, Science, and Spanish.

At KS4 (Years 10-11), students undertake a rigorous suite of GCSEs, including Art, Citizenship, Computer Science, Design and Technology, Drama, English, French, Geography, History, Hospitality and Catering, Mathematics, Media Studies, Music, Physical Education/Sport, Religious Education, and Sciences (Biology, Chemistry, and Physics), alongside Spanish.

Learning at RTS extends far beyond the classroom walls. From scientific explorations at Kew Gardens during Science Week to theatre and gallery visits, masterclasses led by industry leaders, collaborative projects with universities, and weekend outdoor expeditions, students benefit from a dynamic, experience-rich education. As a technology-forward school, every student has access to a school-issued iPad, enabling them to engage with cloud-based classrooms, revisit lesson materials, and independently explore extension activities.

Sport plays a key role in the RTS experience, with students competing in tournaments against other schools and an annual Sports Day, which is deeply embedded in our house system—fostering team spirit, resilience, and a shared sense of pride in school life.

KS3

Art	Music
Computer Science	Physical Education (PE)
Design and Technology	PSHCE
Drama	Religious Education (RE)
English	Science
French	Spanish
Geography	Enrichment
History	Prep
Mathematics	Academic Tutoring

KS4

Art	English language	Physics
Biology	French	Physical Education (PE)
Chemistry	Geography	PSHCE
Computer Science	History	Religious Education
Citizenship	Hospitality & Catering	Spanish
Design and Technology	Mathematics	Sport
Drama	Media Studies	Academic Tutoring
English literature	Music	

Our curriculum | extended day

At the Richmond upon Thames School, we have longer school days on Tuesday, Wednesday and Thursdays. We use our longer days to provide exciting enrichment options. In KS3, the enrichment curriculum personalises and broadens students' school experience through access to a wide range of exciting sessions including Master-Chef, dissection, choir, Karate, 3-D model making, gardening, a range of sports clubs and more. In KS4, students access a comprehensive careers education information and guidance programme, which supports students' development for the next stage of their lives.

Through our best endeavours, we strive to prepare our students for the next stages of their lives. We do this through a combination of methods, including PSHCE, academic tutoring, assemblies, employer visits, seminars, masterclasses, workshops, drop down days and 1:1 sessions.

As a school, we are committed to ensuring that the learning experience supports all of our students to develop to their full potential. We recognise that some students may have particular strengths, whether academic, musical, artistic or sporting and that others require support with special educational needs or disabilities. To support all students our dedicated staff work together to ensure no student is left behind and we do this by providing stimulating, engaging learning experiences delivered by excellent teachers.



Job Advert

The Richmond upon Thames School (RTS), an ambitious and forward-thinking secondary academy in Richmond, London, is seeking a calm, organised and professional Reception and Welfare Officer to join our Administration and Communications Team. This is an important front-facing role at the heart of the school's daily operation. The successful candidate will be one of the first points of contact for students, parents, carers, staff, visitors and external callers, helping to ensure that the school remains welcoming, safe, well-organised and responsive.

As Reception and Welfare Officer, you will support the smooth running of reception, student welfare, first aid, attendance administration and wider school communication. You will help manage day-to-day enquiries, support student sign-in and sign-out processes, assist with welfare and medical needs, maintain accurate records, and work closely with colleagues across the school to ensure that students are known, supported and kept safe.

We are seeking someone who:

- Has strong administrative skills and excellent attention to detail
- Can communicate calmly, clearly and professionally with students, families, staff and visitors
- Understands the importance of safeguarding, confidentiality, accuracy and consistency
- Can remain composed when responding to urgent welfare, medical or operational matters
- Is confident using school systems, or willing to learn them quickly
- Can manage competing priorities in a busy school environment
- Works well as part of a team and contributes positively to the wider life of the school
- Brings warmth, discretion, reliability and sound judgement to a public-facing role

What RTS offers you:

- A state-of-the-art learning environment as part of the Richmond Education and Enterprise Campus
- A highly successful, supportive and forward-thinking school community
- A professional and committed Administration and Communications Team
- Opportunities to develop your knowledge of school administration, student welfare, first aid, safeguarding systems and school operations
- The chance to contribute meaningfully to the daily experience, wellbeing and safety of students
- Access to our unique Trust partnerships, including Haymarket Media Group, Harlequins FC, the National Physical Laboratory and HRUC, which includes Richmond upon Thames College, enriching students' experiences and broadening their understanding of future pathways.

This role would suit someone who enjoys being at the centre of a busy secondary school and understands how important reception and welfare are to the smooth running of the day. The successful candidate will be calm, kind and organised, able to support students, families, staff and visitors with professionalism, good humour and care. They will understand that small interactions matter and that a welcoming, well-run reception and welfare area makes a real difference to how students and families experience the school.

Prospective candidates are welcome to discuss any questions before submitting an application. To arrange a suitable time, please contact Ms Munro, PA to the Head Teacher, at pa@rts.richmond.sch.uk or on 0208 891 2985



The Richmond upon Thames School Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Successful applicants will be expected to complete an enhanced DBS check and to disclose any information relevant to Disqualification by Association.

Job description

Title Salary Reporting to Working closely with Line management of	Reception and Welfare RTS Scale 6 Senior Administration Manager. IWS Manager N/A
Hours of work: The working week is 37.5 hours. Core hours are between 07:45 and 16:30 Monday to Thursday, and until 15:30 on Friday. Term time only plus two weeks	

Overall Job Purpose

- Acting as the first point of contact for parents/teachers/students in the school
- Ensure compliance with the control, monitoring and administration of first-line medical assistance to students at the school
- To support the Administration & Communication Team with a range of organisational, clerical and general tasks on behalf of the school, staff, students, parents and visitors

Administration

Responsibilities are shared with other members of the Admin team, under the management of the Administration Manager, and include

- Registering students signing in or leaving the School site on Arbor and assisting with locating students who are missing from lessons
- Assisting the administrative process relating to behaviour management (including the clerical duties of suspensions, the detention system and inputting/issuing conduct points)
- Ensuring that pastoral information is accurate and updated regularly
- Having a strong, working knowledge of Whole School systems and daily operations (including the school calendar, assemblies and the wider learning programme)
- Monitoring access to the school site during school hours (including ID badges for both staff & pupils and ensuring visitors are DBS checked or escorted around school site by the appropriate member of staff)
- Meeting and greeting visitors to the School ('front of house') and to provide a high quality information service to staff, pupils, visitors and external callers, both quickly and accurately for all incoming enquiries received (via Office emails and calls) and in respect of current and future school activities
- Processing all incoming and outgoing post (including special & courier deliveries)
- Collecting and distributing second-hand uniforms, lost property & confiscated items
- To arrange and book meeting rooms
- Support in maintaining of the school email account, following up all queries received in line with the school communications policy
- Producing Arbor reports
- Maintaining the database, distributing and organising student locker keys
- Administering the electronic registration and attendance system relating to attendance and punctuality management, including sickness/absence notifications, inputting sickness and absences, and AM and PM roll call, working with the IWS Manager where required [AM & PM Roll Call]
- Following the School Policy on 'first day contact'
- Checking and reminding staff to complete registers where required
- Ensuring all unexplained absences are accounted for, or that relevant communication is sent requesting an explanation

Welfare

Responsibilities are shared with other members of the Admin team, under the management of the Administration Manager, and include

- Acting as the 'first-point of call' for emergency Arbor and radio alerts as well as to co-ordinate the appropriate response with senior leaders and appropriate staff as required
- Monitoring emergency medical supplies and stock. Ensuring medical supplies are in date and stored appropriately
- Maintaining an up-to-date First Aid at Work (FAW) qualification
- To control, monitor and administer as required first line medical assistance to both students and staff at the school
- First Point of Contact to liaise with parents/carers over welfare issues affecting their child
- To prioritise health problems and complex, urgent or emergency situations requiring medical care, including attending hospital with students if required
- To administer or oversee the use of auto-injectors when appropriate, in accordance with medical procedures and the level of training received
- To control the storage and administration of medication required to be taken during school hours
- Maintain sufficient first aid materials both within the welfare office and throughout the school

Job description (continued)

To support the wider RTS Admin Team with a range of organisational, clerical and general tasks. This includes, but is not limited to:

Behaviour monitoring

- To assist with administrative processes relating to Detentions
- To assist in issuing the Duty Rota and using the Duty Teacher to deal with issues and Arbor Alerts

Mailboxes

- To send emails - e.g. documentation - letters, newsletters sent to parents/carers
- To assist in dealing with enquiries received

General duties in support of the Administration Team and the wider School

- To undergo first aid training and refresher courses as required
- To help monitor the admin/info mailboxes and complete tasks as necessary
- To undertake similar duties, commensurate with the level of the post, at the discretion of the Administration Manager and SLT. This might include temporary re-deployment to meet the needs of the wider school, and may involve normal duties having a lower priority or being temporarily put 'on hold'.

These duties may include (not limited to):

- General clerical / administrative / filing support; collecting and distributing lost property
- Lunchtime and/or temporary cover
- Supporting preparations for major School events
- Communications with staff, students, parents and other external stakeholders
- Administration supporting the admissions/exams processes
- To be aware of and comply with policies and procedures relating to child protection, security, confidentiality and data protection
- To adhere to School Health & Safety policy, including risk assessments, and to assist with student welfare
- To attend and participate in meetings, training, performance management processes and professional development, as required
- To contribute to the overall ethos of the School

Other

- The school will endeavour to make any reasonable adjustments to the job and the working environment to enable access to employment opportunity for disabled applicants or continued employment for any employee who develops a disability or disabling condition.
- This job description is current at the date shown, but, in consultation with the post-holder may be changed by the Head Teacher to reflect or anticipate changes in the job commensurate with the grade and job title.
- RTS is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

Person specification

	Essential	Desirable
Qualifications and Experience	- English and Maths GCSE at Grade C or equivalent - Experience of working in a school environment - Evidence of continued professional and or personal development - Willingness to gain and maintain recognised first aid qualifications	- First Aid qualifications - Experience of working in a secondary school setting - Relevant training for working with young people aged between 11-19
Skills and Knowledge	- Good organisational and good time keeping skills - Good inter-personal skills including mediation and conflict resolution - Demonstrable awareness of legislation relating to school attendance - Demonstrable awareness of legislation relating to the welfare and protection of children - Demonstrate awareness of risk - Effective communication with children, carers and other professionals - Ability to display an understanding of social/welfare issues as they affect children, families and schools - Ability to work on own initiative within departmental protocols/procedures. - Ability to deal with difficult situations - Knowledge of the main aspects of the organisation of secondary schools - Knowledge of the rights and responsibilities of parents	- Knowledge of relevant regulatory or legislative framework e.g. school attendance and safeguarding regulations - Good working knowledge of school systems such as Arbor
Personal Qualities	- Professional understanding of the importance of confidentiality - Ability to relate to children and adults - An eye for detail. - Uphold school ethos, values, procedures and guidelines at all times with utmost consistency - A team player and a 'volunteer' character - A 'can do' attitude and a mentality of going 'above and beyond' expectation - Professional in manner, actions and appearance - Imbue integrity and has a strong sense of responsibility - Calm under pressure and enjoyment in overcoming challenges - Have a sense of humour, warmth, stamina, energy and resilience - Willingness to attend appropriate training - Willingness to gain enhanced skills relevant to the post	

Application details

Thank you for your interest in our vacancy at The Richmond upon Thames School. Further details of this post, the school and the Trust are included in this pack and on our website. Details of how to apply can be found below.

How to Apply

Should you wish to apply for the post, please complete our online application form which is accessed via the vacancies page of the school website.

www.richmonduponthamesschool.org.uk

The School reserves the right to commence the interview process at any time prior to the closing date so early application is recommended.

School visit

Prospective candidates are welcome to come for an informal visit to the school before submitting their application. Alternatively, you are welcome to discuss any questions that you may have prior to submitting your application; contact Belinda Campbell, PA to the Head Teacher on 0208 891 2985 or pa@rts.richmond.sch.uk to arrange a suitable time.

Supporting statement

You will be directed to respond to the following questions within the electronic application form. Please refer to the job description and person specification when responding to the questions. **We do not accept CVs.**

- Why is your prior experience particularly relevant to the context of the post?
- What attracts you to the Richmond upon Thames School and this particular post?
- Why are you uniquely qualified for this role?
- If appointed, how will you ensure your support enables the Senior Leadership Team to achieve 'excellence'?

Shortlisting

Due to the number of applications received we are unable to provide feedback to candidates who are not invited for an interview. The School reserves the right to commence the interview process at any time prior to the closing date so early application is recommended.

Interview

To be confirmed

Safeguarding

The Richmond upon Thames School is committed to safeguarding and promoting the welfare of children and young people and we expect all staff and volunteers to share this commitment.

Working At RTS

The school is well placed for excellent transport links whether travelling by foot, cycle, car, bus or train.

- There are ample secure cycle racks for staff to use (as well as staff showering facilities on site), as well as access to a 'Cycle to Work' scheme.
- The site also has a secure, controlled access car park for staff to use with direct access to the A316.
- The school is well served by local bus routes in all directions; and is within easy walking distance to Twickenham train station, which is in Zone 3 and well served by South Western Trains.

There is a focus on developing community and positive staff wellbeing through:

- Employee Assistance Programme (EAP)
- Quiz nights
- Discounted tickets at some Harlequins matches
- Staff-led fitness and sports
- Discounted membership for Nuffield Health, Twickenham (next door to RTS);
- Seasonal gatherings
- Free tea and coffee in the light and airy staff social room
- Two-week Autumn half-term break; and
- Membership of a pension scheme is available.

Continuing professional development has a strong focus. There is an extensive programme available which extends to internal and external specialists, as well as partnerships with other educational and business providers.

Reciprocal school visits are encouraged with existing arrangements already in place.

Membership of a pension scheme is available.

The school has a two-week Autumn half-term break.

RTS is proud of its well established links within the community and has an active PTA. We welcome and encourage local businesses and groups to join us during the annual Christmas Fair.

The Richmond upon Thames School

Egerton Road, Twickenham

Middlesex, TW2 7SL

Email: info@rts.richmond.sch.uk

Tel: 020 8891 2985

www.richmonduponthameschool.org.uk