

## Receptionist

<b>Location</b>	Newfield School
<b>Salary FTE</b>	Grade 3 (£24,790 - £25,183)
<b>Actual salary</b>	£21,322 - £21,660 (with under five years' service)
<b>Contract term</b>	37 hours, 39 weeks, maternity cover
<b>Responsible to</b>	Headteacher
<b>Start date</b>	1 September 2025
<b>Closing date</b>	Midnight Tuesday, 24 June 2025

## Mercia Learning Trust

Mercia Learning Trust is a successful partnership of four primary and three secondary schools located in the south-west of Sheffield. Established in 2012, with one secondary school, our trust has grown to serving over 5000 pupils, with 650 staff.

### Why do we exist?

- To empower everyone in our communities, especially the most disadvantaged, to succeed.

### How do we behave?

- We are kind - showing care and supporting each other.
- We have integrity - doing the right thing and always putting children first.
- We work with diligence - overcoming obstacles and having no excuses.

### What do we do?

- We run schools that focus on academic excellence, cultural capital and the development of character.

### How will we succeed?

- A culture of excellence – high standards shaped by clarity, not control.
- Academic focus – empowering all children through an exceptional curriculum.
- Purposeful collaboration – relationships built on trust, reducing sub-optimisation and driving collective success.

Our staff are a crucial part of our trust, just like our pupils. We are devoted to recruiting, training, retaining and taking good care of our highly skilled and dedicated team.

## Newfield School

Newfield School is a mainstream secondary school for children aged 11-16. It is situated in Sheffield, South Yorkshire, with approximately 1050 pupils on roll. Drawing from a wide catchment, the school offers a truly comprehensive experience.

Newfield School strives to provide all pupils, no matter their background or starting point, an academic curriculum that allows them to excel and thrive when they leave. We are committed to the most vulnerable pupils, and we are recruiting those who believe that high standards and expectations are necessary to lead pupils towards success.

We passionately believe in the need for a warm/strict approach as the bedrock of any success for pupils. Clarity and consistency are paramount for both pupils and staff as we work together to achieve our shared aspirations. Our pedagogical approach is clearly defined, emphasising direct instruction, the use of visualisers and high-level questioning to enhance learning. While we have established a strong level of consistency that supports pupil progress, we continually strive for excellence. We are seeking dedicated professionals who can help us build on this foundation and drive our ambitions forward.

## The role

Newfield School is seeking a first-class receptionist for our school.

As part of the pupil services team our receptionist is responsible for providing exemplary customer service to pupils, parents/carers, visitors and wider stakeholders.

Our receptionists are the first member of staff to meet visitors to Newfield School, ensuring they are made to feel welcome. It is a busy environment where enquiries are dealt with from staff, pupils and visitors in person, on the telephone and email.

Other duties include but are not limited to:

- processing external post
- assisting with daily pupil registration
- updating pupil records
- ensuring all visitors are correctly signed in using our electronic system.

## The candidate

We are looking for a well presented, professional, positive minded and hardworking individual. The ideal candidate will be flexible and able to work as part of a busy front of house team.

The role of Receptionist involves working using a number of computer packages. It would be advantageous if the candidate has experience using Excel, Word, Bromcom and Outlook.

A first-class telephone manner and customer service skills are essential.

We are a friendly team who work hard to ensure our pupils are at the centre of what we do. The ability to quickly establish good working relationships with pupils, staff, parents, visitors would be desirable.

You can find out more information at [here](#).

## Job description

### Purpose

To empower everyone in our communities, especially the most disadvantaged, to succeed.

### Key responsibilities

- Welcome all visitors to the school, ensure signing in procedures are followed, undertake appropriate safeguarding checks and issue relevant identification.
- Co-ordinate the arrival of visitors to the school, including groups for events and ensure appropriate staff are advised.
- Answer the main school telephone line promptly, deal with telephone and email enquiries, take accurate messages and pass them on promptly by the most appropriate method.
- Be aware of all relevant school activities and ensure enquiries are dealt with efficiently and directed to the correct staff ie. Parents' evening, educational visits, extra-curricular activities and detentions.
- Receive all deliveries to the school and notify staff as appropriate.
- Liaise with other stakeholders including other schools, external agencies, parents and members of the public.
- Keep the reception area tidy informing the facilities manager of any health and safety issues.
- Maintain manual and computerised records/management information systems.
- Sort and distribute mail, ensuring that all outgoing post is franked and ready for collection.
- Support with routine clerical tasks such as whole school messages.
- Update and retrieve pupil information as appropriate using school systems.
- Operate all computer based and manual administrative and information systems within the school in a secure and confidential manner, and in accordance with policy and procedures.
- Arrange orderly and secure storage of supplies.

### General/other

- Attend and participate in relevant meetings, training and events as required.
- Contribute to the overall development of Newfield School and Mercia Learning Trust, ensuring both operate because of shared and collective responsibility, including, contributing to trust partnership activities to drive school and trust improvement.
- All schools in Mercia Learning Trust are committed to safeguarding and promoting the welfare of children and young people. Therefore, all employees are expected to share this commitment.
- Be aware of and comply with the codes of conduct, regulations and policies of the school and its commitment to equal opportunities, as set out in the staff handbook.
- Any other delegated roles as directed by the headteacher.

***This job description is current at the date as shown, but in conjunction with the post holder, may be changed by the headteacher to reflect or anticipate changes in the role which are commensurate with the grade and job title.***

## Person specification

### Role: Receptionist

Attributes	Essential	Desirable	Assessment
<b>Qualifications and training</b>	<ul style="list-style-type: none"><li>• Grade C (or equivalent) or above in English and maths</li></ul>	<ul style="list-style-type: none"><li>• Customer service training</li><li>• First Aid Qualification</li></ul>	<ul style="list-style-type: none"><li>• Application</li><li>• Interview</li><li>• References</li></ul>
<b>Skills and knowledge</b>	<ul style="list-style-type: none"><li>• Can work within a team or alone</li><li>• Commitment to listen and act on instructions, verbal and written, including health and safety requirements</li><li>• Respond to situations as they arise, for example, safeguarding concerns</li><li>• Effective communication skills with both adults and pupils</li></ul>	<ul style="list-style-type: none"><li>• Experience of using the Bromcom management software suite</li></ul>	<ul style="list-style-type: none"><li>• Application</li><li>• Interview</li><li>• References</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience of managing a busy reception</li><li>• Working knowledge of Microsoft packages</li></ul>	<ul style="list-style-type: none"><li>• Reception experience in an educational setting</li></ul>	<ul style="list-style-type: none"><li>• Application</li><li>• Interview</li><li>• References</li></ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"><li>• Flexible</li><li>• Honest and reliable</li><li>• Calm under pressure</li><li>• Patient</li><li>• Empathetic with young people</li><li>• Team player</li><li>• Attention to detail</li><li>• High personal and professional standards</li></ul>		<ul style="list-style-type: none"><li>• Application</li><li>• Interview</li><li>• References</li></ul>

## How to apply

- All candidates must complete the following application process
  - Submit an application form via <https://www.eteach.com/careers/merciatrust>.
- We do not accept CVs or council forms.
- After your application has been submitted
  - In all cases written references will be taken up and made available to interviewers before the final selection stage.
  - An email and/or letter will be sent to shortlisted candidates with details of the interview process.
  - If you have not heard from us within two weeks of the closing date, please assume that, on this occasion, your application has been unsuccessful.
- Further information
  - Take a look at [www.merciatrust.co.uk/careers](http://www.merciatrust.co.uk/careers) for more on what it's like working for the trust, what we offer you, and what we're looking for.
  - Should you require any additional information about the role or the school or would like an informal discussion or out of hours visit, please contact us on 0114 2557331 or [rcressey@newfield.sheffield.sch.uk](mailto:rcressey@newfield.sheffield.sch.uk).
  - For more information about the application process, please email [recruitment@merciatrust.co.uk](mailto:recruitment@merciatrust.co.uk).

The closing date for applications is **Midnight Tuesday 24 June 2025**.

**Interviews scheduled for week commencing w/c 23 June 2025**

## The small print

Mercia Learning Trust is committed to safeguarding and promoting the welfare and safety of children and young people and expects all staff to share this commitment. If you are shortlisted, your suitability to work with children will be explored, and this will include disclosing convictions. The information you disclose may be discussed with you during the interview.

The successful candidate will therefore be required to complete a DBS check in line with the Rehabilitation of Offenders Act (ROA) 1974 (Exceptions) Order 1975 and the Police Act Regulations.

In accordance with DfE Keeping Children Safe in Education 2024, an online search will be completed on all shortlisted applicants prior to interview. Any relevant information will be discussed further with the applicant during the recruitment process.

We are an equal opportunities employer. Our staff are recruited and promoted on the basis of their merits and abilities and no job applicant or employee receives less favourable treatment on the grounds of racial group, origin or nationality, sex, disability, marital status, age, sexual orientation, political or religious beliefs or trade union activity. Please indicate whether there are any reasonable adjustments or access requirements you would need to help you to attend an interview. If you wish to discuss your requirements prior to submitting your form, please contact our recruitment team on 0114 349 4230.