

Job Title: Receptionist & Administration Officer (Secondary School)

Location: Holy Trinity Church of England School, Crawley, UK

Position Type: Full-Time

Salary: WSCC Grade 5 Point 7 - 8 (Actual Salary: £23,126 - 23,487 inclusive of Crawley allowance)

Contract Type: Permanent, Full-Time. Term Time plus INSET days, plus two days in the summer holidays. 37 hours per week.

Start Date: As soon as possible

- Are you passionate about providing exceptional first impressions and outstanding support to staff, students, and visitors?
- Do you thrive in a busy, multicultural school environment where professionalism and friendliness go hand in hand?
- Are you excited by the prospect of using technology and efficient systems to keep everything running smoothly behind the scenes?
- Do you want to be part of a collaborative team that values accuracy, communication, and a positive approach to problem-solving?
- Would you like a role where your organisational skills and attention to detail make a real difference every day?

If so, then we want to hear from you!

About Holy Trinity Church of England School:

Holy Trinity Church of England School is a vibrant and inclusive community located in Crawley, a culturally rich and diverse town. Crawley has fantastic transport links sitting halfway between Croydon and Brighton on the M23 corridor. There is also a fast train service between London Victoria, East Croydon, Haywards Heath and Brighton, in addition to other lines that serve the South. The school operates a minibus service for staff at the start and end of the day serving the three stations in Crawley (Ifield, Crawley and Three Bridges). The school is also the most well connected by bus of the six secondary schools in this area.

Rooted in Christian values, our ethos is underpinned by four key values: dignity, community, wisdom, and hope. We are dedicated to inspiring every student and providing an environment where our students can truly excel, both academically and personally.

We are committed to creating a diverse and inclusive environment and warmly encourage applications from individuals of all backgrounds, cultures and experiences. We believe that a variety of perspectives enriches our community and enhances our ability to serve and support everyone in our school community. We welcome people from all ethnicities, faiths, abilities, genders and sexual orientations and are dedicated to providing equal opportunities for all. If you're passionate, driven and share our belief in the key values of dignity, community, wisdom and hope which underpin our school then we invite you to apply and bring your unique voice and talents to our team.

Crawley's rich diversity and multiculturalism make our school a vibrant and welcoming place to work. Every day brings new opportunities to make a difference and support our community. As our receptionist, you'll be the first point of contact for parents, visitors, and staff, helping to create a positive and professional impression of our school. You'll play an important role in ensuring the smooth running of our support function and supporting the wider team. We value our staff and offer ongoing support and development to help you grow in your role. If you're organised, approachable, and passionate about providing excellent service, we'd love to hear from you.

For further details on our school see our vacancies page, where you can view a video or PowerPoint from our Executive Headteacher, Reverend Millwood.

The Role:

We are looking to appoint a professional, friendly, and highly organised individual who will be the welcoming face of our school and provide exceptional administrative support. This is an exciting opportunity to join a school with an outstanding reputation for its commitment to community and inclusion. We need someone who can manage a busy reception area with confidence, ensuring that staff, students, and visitors receive a positive first impression. The ideal candidate will have a genuine commitment to excellent customer service, strong communication skills, and the ability to multitask effectively in a fast-paced environment. You should be proactive, detail-oriented, and comfortable using technology to keep systems running smoothly. Previous experience in administration or a front-of-house role is desirable, but a positive attitude and willingness to learn are essential.

Key Responsibilities:

- **Front Desk Management:** Welcome visitors, parents, and students, ensuring a professional and friendly first impression.
- **Telephone Handling:** Answer incoming calls promptly and courteously; direct calls to the appropriate staff members.
- **Visitor Registration:** Maintain accurate visitor logs and issue passes in line with safeguarding procedures.
- **Email & Communication:** Respond to general inquiries via email and forward messages to relevant departments.
- **Post Management:** Sort and distribute incoming mail; prepare and send outgoing mail and parcels.
- **Reception Area Organization:** Keep the reception area tidy, presentable, and stocked with necessary materials.
- **Appointment Scheduling:** Coordinate and confirm appointments for staff and visitors.
- **Stationery & Supplies:** Monitor and order office supplies as needed.
- **Student Support:** Assist with student queries and manage student receptionists if applicable.
- **Administrative Tasks:** Update records, maintain filing systems, and support other administrative duties as required.
- **Technology Use:** Operate office software (e.g., Microsoft Office) and school systems for data entry and communication.
- **Safeguarding Compliance:** Ensure all visitors follow school safeguarding protocols.

Essential Qualifications and Experience:

- An understanding and appreciation of the school's Christian ethos and values.
- Excellent communication and interpersonal skills.
- Good working knowledge of Microsoft packages.
- Experience in a front of house role or education setting.

Why Join Us?

- Be part of a community that values dignity, community, wisdom, and hope.
- Work in a supportive and collaborative environment with opportunities for professional growth.
- Enjoy access to excellent facilities and resources to support your teaching, including the use of iPads for every student as part of our innovative approach to learning.
- Be at the forefront of our exciting curriculum development, where technology and traditional teaching methods blend seamlessly to enhance the educational experience of every child.
- Make a positive impact on the lives of young people, utilising innovative practices to ensure every student in their care flourishes.

How to Apply:

To apply, please complete the application form available on the website, together with a covering letter outlining your suitability for the role. This must be emailed to hr@holytrinitycrawley.org.uk by **Thursday 11th December 2025. Interviews w/c 15th December 2025.**

For further information about the role or the school, please contact HR at hr@holytrinitycrawley.org.uk

The closing and interview dates are a guide only. We intend to review applications as they are received and call those shortlisted for immediate interview. An early application is advised, as once we have appointed, we will close the recruitment process.

Safeguarding Statement

This school and West Sussex County Council are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to an appropriate Disclosure and Barring Service check along with other relevant employment checks, including satisfactory references.