



Job Description and Person Specification

Receptionist & Administrative Assistant

St Thomas More Language College

Grade: Scale 3

Reporting to: Headteacher's Personal Assistant (PA)

& Senior Leadership Team (SLT) Support

The Saint John Southworth Catholic Academy Trust (and its commercial trading subsidiary and registered charitable foundation) is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

This is a school-based role that will involve contact with children.

Job Description

Key Duties and Responsibilities

- To be aware of safeguarding procedures, including Keeping Children Safe in Education (KCSIE), and remain up to date
- To assist in the organisation and co-ordination of effective administration functions for the school
- To be an ambassador for the school when meeting families and other visitors and to act as a first point of reference at Reception for all queries to the school, by telephone and in person
- To efficiently and effectively process pupil queries and transactions
- To assist visitors in a helpful, confidential and diplomatic manner
- To offer a helpful, friendly, confidential and professional customer service to all stakeholders at all times and take appropriate action on own initiative, resolving minor matters and referring more serious matters to an appropriate member of staff
- To ensure that staff receive telephone, email, postal, fax and face-to-face messages promptly, confidentially and accurately
- To collate and organise the production of school newsletters and other publications
- To provide general assistance to the Headteacher's PA & SLT Support and the SLT, including general word processing, correspondence, reports, data inputting and standard letters to families
- To assist with the appointment diary and meeting room diary, ensuring meeting room bookings are clearly displayed on meeting room doors
- To assist school event management staff regarding school events by sending invitations and noting replies, providing refreshments and ordering catering
- To liaise with the Facilities Management Team to ensure the cleaning of meeting rooms and car park access
- To complete End of Year processes as directed by the SLT
- To receive and distribute incoming post and parcels and process outgoing post and parcels
- To support admission processes within the school through data inputting, publication preparation and production
- To be responsible for the sales at Reception by recording and banking all income and collecting, recording and banking voluntary contributions
- To maintain high standards when managing confidential information, complying with the school's data protection procedures and legal requirements at all times
- To input data using management information system i.e. Arbor
- To maintain the school's sign-in system (Inventory) and ensure all visitors and contractors can be identified by wearing clearly visible lanyards and badges

Corporate Responsibilities

- To contribute to a working environment underpinned by the principles of Catholic Social Teaching
- To ensure probity, propriety and adherence to the Nolan Principles both in personal conduct and throughout the Trust
- To comply with policies and procedures relating to safeguarding and report any such suspicions, no matter how small, to the Designated Safeguarding Lead or in the case of concerns about a member of staff, the Headteacher

- To comply with all other policies, procedures, working practices and regulations, in particular, Equality and Diversity, Health and Safety, Confidentiality, Data Protection and Financial Regulations in line with our Scheme of Delegation
- To be accountable to and carry out any reasonable request from the Headteacher(s) / Line Manager

Professional Development

- To be committed to own professional development
- To establish and participate in training opportunities, meetings and networks to support and maintain excellent skills, techniques and knowledge
- To seek feedback and act on it to improve performance within and beyond formal coaching and appraisal opportunities
- To undergo regular observations and participate in regular in-service training (INSET) as part of continuing professional development (CPD)

Fluency Duty

In line with Part 7 of the Immigration Act 2016, the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard. For this role, the post holder is required to meet the advanced fluency level. The post holder should demonstrate they can:

- Express themselves fluently and spontaneously at length effortlessly
- Explain difficult concepts simply without hindering the natural smooth flow of language
- Take responsibility for promoting high standards of literacy, articulacy and the correct use of standard English in the Trust

We are committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment. All successful staff will undertake an Enhanced Disclosure and Barring Service Check with Children's Barred List.

This post is exempt from the Rehabilitation of Offenders Act (ROA) 1974. The amendments to the ROA 1974 (Exceptions Order 1975, (amended 2013 and 2020)) provides that when applying for certain jobs, certain spent convictions and cautions are protected and they do not need to be disclosed to employers. If they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the [Ministry of Justice website](#) and further information about filtering offences can be found in [DBS filtering guide](#).

The Trust is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Date: June 2026

This job description is illustrative of the responsibility of the post and not necessarily a comprehensive list of tasks.



Post holders are expected to undertake work in line with the level and pay band of the post determined by the Line Manager.

This job description will be reviewed with the post holder in relation to need or on an annual basis through appraisal and whole-Trust review of strategy and effectiveness.

Name: _____

Signature: _____

Date: _____

Person Specification

	Essential Requirements	Desirable Requirements	How Identified
Qualifications	<ul style="list-style-type: none"> • Minimum of five GCSEs (A-C/ 4+) including English and Maths or equivalent • First aid training (or willingness to complete it) 		<ul style="list-style-type: none"> • Application
Experience	<ul style="list-style-type: none"> • Carrying out administrative tasks • Dealing with face-to-face and telephone interactions • Working with children or young people • Working and collaborating within a team 	<ul style="list-style-type: none"> • Working within a school or educational setting 	<ul style="list-style-type: none"> • Application • Interview
Knowledge, Skills and Ability	<ul style="list-style-type: none"> • Understands safeguarding procedures and is fully aware of Keeping Children Safe in Education • Ability to respond quickly and effectively to issues that arise • Excellent attention to detail • Calm, composed and professional during busy or high pressure situations • Ability to use relevant office equipment effectively • Understanding of data protection and confidentiality • Ability to use their initiative and 		<ul style="list-style-type: none"> • Application • Interview • References

	<p>sometimes work unsupervised</p> <ul style="list-style-type: none"> • Working knowledge of Microsoft Office Software, e.g. Excel and Word • Excellent literacy, numerical, analytical and problem-solving skills • A proactive approach to identifying and resolving issues creatively and flexibly • Ability to communicate effectively both orally and in writing to a variety of audiences • Excellent stakeholder service skills and the ability to understand the needs of the school • Excellent organisational and time management skills and the ability to prioritise work for oneself • Ability to disseminate knowledge and good practice to other members of the school • Understanding of the need to meet internal and external deadlines 		
<p>Character and Values</p>	<ul style="list-style-type: none"> • High commitment to safeguarding and promoting the welfare of children • Commitment to promoting the Catholic ethos and values of the school and getting the best outcomes for all pupils 		<ul style="list-style-type: none"> • Application • Interview

	<ul style="list-style-type: none"> • Excellent record of attendance and punctuality • Ability to relate to and communicate with a wide range of stakeholders (staff, contractors, pupils, etc.) with a calm and courteous manner • Has self-motivation and personal drive to complete tasks to the required timescales and quality standards • Commitment to continuous self-development including undertaking training in key areas 		
<p>Personal Circumstances</p>	<ul style="list-style-type: none"> • Legally entitled to work in the UK • Ability to perform all duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act 2010 	<ul style="list-style-type: none"> • Flexibility to support out of hours activity on occasion 	<ul style="list-style-type: none"> • Application • References • Interview