

Briefing Pack for Applicants Receptionist Administrator



The academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

The academy will undertake stringent and rigorous checks of identity and qualifications to ensure that we maintain the very highest standards of child protection for our students.

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May we take this opportunity to thank you in anticipation of your application. If, however, you have not heard from us by the proposed date for the interview you should assume that on this occasion your application has not been successful. In that event we wish you every success in any future applications you make.

Section 1: Post Advertisement

Post:	Receptionist Administrator
Location:	Chapelton Academy
Salary:	Grade 3, Point 5: £25,583 to Point 6: £25,989 gross per annum
Actual	
Annual Salary:	£22,569.05 to £22,927.22 (under 5 years service)
Contract:	Permanent, full time, 37 hours per week, 40 working weeks
Start date:	01 September 2026

Minerva Learning Trust is a growing multi-academy trust committed to providing an outstanding education for students from a wide variety of backgrounds across Sheffield and Derbyshire. Founded in 2014, Minerva Learning Trust has expanded to a thriving family of schools, including primary, secondary, sixth form, and a unique post-16 provision. We have a strong track record of school improvement, successfully transforming schools from Ofsted ratings of RI and Inadequate to GOOD. Chapelton Academy joined the Trust in September 2020.

We are seeking to appoint a full time Receptionist Administrator. The successful candidate will be responsible for welcoming all visitors and dealing with enquiries, in person, via the telephone and e-mail. Experience of working in a busy reception/office environment is essential. You will be the face of our school providing a professional service to staff, families and students.

We are looking for someone who can work as part of a team and on their own initiative to ensure the highest delivery of service. The successful candidate will join an exceptional team of support and administration staff. Teamwork and the community are at the heart of what we do.

If you have the passion to be a key part of the administration team, are able to positively contribute to our ethos and have the drive to make a difference for our school, we would like to hear from you.

The closing date is at 9am on Friday 14 August 2026 and interviews will take place on Thursday 20 August 2026.

The Trust is committed to safeguarding and promoting the welfare and safety of children and young people and expects all staff to share this commitment, further information can be found in our child protection and safeguarding policy on our statutory information page on our website. The successful candidate will be required to complete an Enhanced Disclosure and Barring Service (DBS) check. In line with KCSIE, the trust/school will be carrying out online searches on shortlisted candidates as part of their due diligence.

Further information is available by contacting Hayley Kay via e-mail: hkay@chapeltown-mlt.co.uk
The application form and information pack is available on the Trust website [All Vacancies - Minerva Learning Trust](#) . **Please ensure that you do not fill in a Sheffield City Council application form in respect of this vacancy, ONLY MINERVA LEARNING TRUST APPLICATION FORMS WILL BE ACCEPTED.** Please provide telephone numbers and email addresses for yourself and referees.

Section 2: Letter from the Chief Executive – Bev Matthews

Dear Candidate,

Thank you for your interest in this role within Minerva Learning Trust. Minerva Learning Trust was established in October 2014 with the vision of providing outstanding education for pupils who are from a wide variety of backgrounds. As a Trust our mission, vision and values are central to our work and are the driving force behind all that we do. Our vision of Outstanding Together, Working Together and Learning Together is underpinned by our core values of Inclusion, Independence, Respect and Success.

Through our values we foster an ethos of collegiality, we ensure inclusion is at the heart of all we do and we work hard to ensure that every child succeeds, no matter what their background or circumstance. We resolutely believe that we are stronger together and that each school within the MAT has individual strengths and we celebrate the diverse and unique qualities of each particular school.

We recognise that the commitment and care shown by all our staff is fundamental to the success of our young people. As such, we work hard to ensure that staff are supported, encouraged, developed, respected and listened to within an enjoyable and rewarding working environment. Our culture is one of professional trust, respect, honesty and integrity and we want our staff and students to work and learn within an environment that enables them to flourish and to work at their best.

The professional development of staff, including opportunities for research, is a key priority of Minerva Learning Trust. As such, we seek to enrich employee capability and maximise the strength and contribution of each individual who works with us. The Trust believes in investing in the learning and development of its employees through a range of opportunities which are aligned to the needs of the organisation and its young people.

This is an exciting opportunity and time to join our Trust. If you choose to apply you will be choosing to work alongside a team of dedicated professionals who passionately believe in the power of education to change the life chances of young people.

Bev Matthews
Chief Executive Officer

Section 3: Letter from the Principal

Thank you for your interest in this role. Chapeltown Academy is a purpose-built post-16 academy based at Hydra Business Park in the heart of the community between Ecclesfield and Chapeltown.

The college provides A-level and Level 3 BTEC education with a personalised and caring ethos. We are a high performing post-16 provider with a strong reputation for academic success, and we are immensely proud of our students and their academic and personal achievements. This success is validated by our recent Ofsted inspection in October 2024 where Chapeltown Academy is judged as a 'Good' provider with significant strengths in a number of key areas. The report can be found here: [Chapeltown-Academy-OFSTED-2024.pdf](#)

I am excited by the next phase of our journey, and our role as part of a wider Trust. Whilst we have a strong reputation for supporting academic excellence, we are much more than that and in recent years our numbers have grown steadily as we have developed our broad and balanced curriculum. The introduction of key vocational courses has enabled us to provide greater options for our prospective students and we are looking to grow this in the future, making sure we provide students with the opportunity to flourish locally, regionally, and nationally.

Following our successful bid last year to increase the numbers of students at the college, we are delighted that this year, we received our highest number of applications ever for September 2026. However, our ambition extends further than that and we want to be the provider of choice for the young people in the north of the city and will continue to innovate and engage to ensure that we offer a curriculum and educational experience that is second to none.

We continue to develop our non-academic programmes and last September launched a new co-curricular programme so that students have as positive experience as possible. This is in addition to our pastoral structure of Progress Tutors and our new 'Look Beyond' and 'Apex' programmes - to find out more please view our [PROSPECTUS - Chapeltown Academy](#).

We appreciate that grades are only one piece of the jigsaw for a well-rounded education. We will never compromise on standards and have high expectations – part of our values is represented by compassion and academic rigour – we will challenge our students to be the best version of themselves, whilst walking alongside them to help achieve their goals.

Support and care are equally important for all members of staff. We have developed a new Continuing Professional Development Programme at Chapeltown Academy that is supported further by the growing CPD offer from the Trust. Wellbeing is also rightly high on our agenda. We have clear well-being principles in place that guide our work in college and an annual action plan supported by staff and wider stakeholders.

This is an exciting time to be joining Chapeltown Academy and Minerva Learning Trust. We care about working with the right people, with the right values and educational philosophy. If you feel you would fit our culture and will make a positive difference to the lives of our young people, then I encourage you to apply and I look forward to reading your application.

Dominic Pinto
Principal

Section 4: About Chapeltown Academy

OUR MISSION

To provide a community that empowers, nurtures and inspires all individuals to achieve academic and personal success, improve everyone's life chances and impact positively on society.

OUR VISION

Our mission is underpinned by our vision and is based upon the principles of;
Academic Rigour, Personalisation, Community:

Academic Rigour - Our students will:

- Develop life long learning skills
- Achieve excellent outcomes
- Experience a robust curriculum
- Receive outstanding teaching

Personalisation – Our staff will:

- Promote and model resilience
- Provide outstanding pastoral support
- Develop students' wider key skills
- Show empathy and compassion

Community – Our community will:

- Celebrate diversity
- Respect equality and inclusion
- Collaborate with our neighbours
- Connect with individuals and the wider world

OUR VALUES

Our values underpin all of the work that we do and all of the decisions that we make. We are:

Compassionate

e.g. We care for each other, we support each other and contribute towards the wider good of society.

Respectful

e.g. We respect ourselves and each other, even when we might have a difference of opinion.

Independent

E.g. We take responsibility for our own learning, work well in groups and show great leadership.

Resilient

We work hard, we aim high and we never give up; even when things become challenging

We are Chapeltown

OUR BELIEFS

- We are driven to improve the lives of all our staff and students.
- We are passionate about our subjects and teaching them.
- We are dedicated to supporting all individuals.
- We are compassionate with every individual.
- We are dedicated to ensuring all students achieve their potential.
- We are focussed and committed to preparing students for life.
- We are resilient and determined.

ABOUT US

Chapeltown Academy is situated on the business park between Chapeltown and Ecclesfield in the north of Sheffield. The college was established in 2014 to provide academic study programmes for local people aged 16 to 19 and to foster progression to higher education and apprenticeships. The college enrolls students from a wide geographical area, with the great majority coming from Chapeltown, Sheffield, Barnsley, Rotherham and surrounding villages.

Our students follow a range of A-Level subjects in English, Maths, the sciences, humanities, computing, modern foreign languages, law, business, sociology and psychology. From September 2021 we expanded our offer to include BTEC's in Health and Social Care along with Engineering and in 2025 have introduced Applied Science and Criminology.

Extra-curricular activities are a fundamental pillar of the Chapeltown Academy experience. We believe these activities build character and fitness whilst giving students the opportunity to develop additional skills, meet new people and try new things.

Our students are able to access trips and visits which provide the opportunity to explore subjects in depth in different contexts. This includes adventurous residential trips in the UK and abroad, such as a two-week trip to Malta in summer 2026 as part of the Turing Scheme.

We look forward to your application and thank you for your interest. Further information about the academy including access to the full Ofsted Report can be found on our website: www.chapeltownacademy.com

Section 5: Job Description



Minerva Learning Trust Job Description



Minerva Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

POST TITLE	Receptionist Administrator
GRADE/SALARY	NJC Grade 3, point 5 to 6
HOURS/WEEKS	37 hours per week, 40 working weeks (term time plus 1 week)
LOCATION	Chapelton Academy
RESPONSIBLE TO	Principal
RESPONSIBLE FOR	Not applicable.
PURPOSE OF THE JOB	• To provide a professional, efficient and welcoming reception service for all visitors in line with the operational needs of the school. • To provide effective and timely communication face-to-face, over the telephone and by written correspondence. • To ensure the safety of students by following appropriate safeguarding guidelines. • Under the guidance of senior staff; be responsible for undertaking administrative processes within the school to provide an efficient support service within the school.
RELEVANT QUALIFICATIONS	• Good standard of literacy to GCSE/Level 2. • First Aid trained (training will be provided).

SPECIFIC DUTIES AND RESPONSIBILITIES

The post-holder, must at all times, carry out his/her duties and responsibilities within the spirit of Minerva Learning Trust and School policies and within the legislative framework applicable to academies.

MAIN DUTIES

Organisation

- Welcoming all visitors to the school ensuring signing in procedures are followed, undertaking appropriate safeguarding checks and issuing relevant identification.
- Coordinating the arrival of visitors to the school, including groups for events and ensuring appropriate staff are advised.
- Answering the main school telephone line promptly, dealing with telephone enquiries, taking accurate messages and passing them on promptly by the most appropriate method.
- Monitoring and ensuring student Attendance is recorded accurately and student absences are followed up in line with the Attendance Policy
- Retrieving and distributing voicemail messages and e-mail enquiries promptly.
- Being aware of all relevant school activities and current staff to ensure enquiries are dealt with efficiently and directed to the correct staff, i.e. parents evening, educational visits, extra-curricular activities and detentions.
- Receiving all deliveries to the school and notifying staff as appropriate.
- Liaising with other stakeholders including other schools, external agencies, parents/carers and members of the public.
- Keeping the reception area tidy informing the Business Support Manager of any Health and Safety issues.

Administration

- To work as part of a team providing high level administrative and clerical support to the school.
- To 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.
- Assist with the organisation and administration of school trips/events etc. as directed by the trip leader.
- Monitor and manage stationery/other stock within an agreed budget, cataloguing resources and undertaking audits as required.
- Arrange hospitality for meetings and whole-school events where appropriate.

- Be part of the team updating information on the school website as and when appropriate.
- Be part of the team of administrators for school systems such as the text messaging system.
- Operate established and new technology-based office equipment.
- A great deal of the information and work dealt with is, of necessity, confidential, and it is important that none of this information is disclosed to any unauthorised person, and that it is dealt with discreetly and with integrity.

First Aider

- To provide whole-school first aid provision for students and staff.
- To undertake associated first aid duties in-line with school policy and procedure.

General Duties

- To contribute to whole school events as and when required.
- To ensure accurate records are securely maintained and held in accordance with General Data Protection Regulations (GDPR)/Data Protection Act 2018.
- Be aware of and support diversity, ensuring equal opportunities for all.
- Develop professional, constructive relationships with other agencies, schools and professionals.
- Participate in meetings, training and performance development as necessary.
- Recognise own strengths and areas of expertise using these to advise and support others.
- Be willing to undertake training and professional development as required of the post.
- Any other duties and responsibilities appropriate to the grade and role.

Safeguarding

- To be aware of and work in accordance with the school's child protection policies and procedures in order to safeguard and promote the welfare of children and young people and to raise any concerns relating to such procedures which may be noted during the course of duty.

Health and Safety

- To maintain equipment and via the Business Support Manager and ensure Health and Safety requirements are upheld within the curriculum and performance areas, for example, inspection of resources, etc.
- To maintain associated Health and Safety record.
- To carry out routine inspection and support the compliance process.

Other Specific Duties

- To actively promote school and Trust policies.
- To engage in personal professional development as agreed and engage actively in the performance review process.
- To undertake any other reasonable duties in-line with the nature of the post not mentioned in the above.
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
- Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

General:

1. To be aware of, and comply with, Trust and school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
2. The above duties are not exhaustive and the post-holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Principal and Local Governing Body.
3. This job description will be kept under review and may be amended via consultation with the individual, Principal and Local Governing Body as required. Trade Union representatives will be welcome in any such discussions.

Section 6: Person Specification



Minerva Learning Trust Person Specification



Receptionist Administrator

Minimum Essential Requirements	Method of Assessment
QUALIFICATIONS AND TRAINING	
Good standard of literacy to GCSE/Level 2.	AF/I
KNOWLEDGE AND EXPERIENCE	
Experience of working in a busy reception/admin environment	AF/I
Practical experience of telephone network systems, Word processing programmes and other related computer systems including Microsoft Outlook.	AF/I
Experience of managing diaries/co-ordinating events	AF/I
The ability to converse at ease with members of the public and students and provide advice in accurate spoken English is essential to the role.	AF/I
Understanding of customer care.	AF/I
Ability to deal with regular interruptions.	AF/I
Ability to work to deadlines and manage workload effectively	AF/I
Ability to maintain a positive approach while working under pressure.	AF/I
Attention to detail.	AF/I
Excellent written and verbal communication.	AF/I
Maintain confidentiality and integrity at all times	AF/I
PROFESSIONAL DEVELOPMENT	
Willingness to undertake further development	AF/I
SKILLS	
Excellent interpersonal skills – able to deal effectively with a wide range of people at all levels.	AF/I
Flexible and able to adapt to change. Ability to support colleagues and cover roles as and when required.	AF/I
A pleasant disposition and ability to stay calm under pressure.	AF/I
Demonstrate a positive team approach to work.	AF/I
Methodical approach to work tasks with key emphasis on accuracy.	AF/I
Ability to work on own initiative.	AF/I
To have a willingness to participate in the whole school approach to mentoring students and play an active role as directed by line manager.	AF/I
EQUAL OPPORTUNITIES AND SAFEGUARDING	
An understanding of safeguarding issues and promoting the welfare of children and young people.	AF/I

A commitment to safeguarding students.	AF/I
Suitability to work with children.	AF/I
A commitment to equal opportunities.	AF/I
Ability to recognise discrimination and willingness to put Equality Policies into practice.	AF/I

Key: AA = Assessed activity
AF = Application form
I = Interview
R = Reference

Section 7: The Appointment Process

These notes are intended to guide you when making an application.

1. The Application Form

You must complete the standard Minerva Learning Trust job application form neatly, fully and accurately, including exact dates. The form may be typed or handwritten but if you do write it by hand please make sure that it is legible and that you use black ink. Indicate clearly on the front page the post you are applying for. You are requested to submit a concise application.

2. Education and Training

State your qualifications and any training you have undertaken relevant to the post.

3. Present Appointment

Make it clear what your present post is, which establishment you work in and who your employer is.

4. Previous Appointment

When completing this section, it is important that you offer a continuous record, or an explanation of any gaps to allow full account to be taken of your experience, for example, child raising, voluntary work.

5. Referees

If you are currently working, or have worked before, your first reference must be your present or most recent employer.

- Your second reference should, where possible, be from your second most recent employer or, if that employment was not working with children but you have worked with children in the past, your most recent child-centred employment.
- Employment references must be from a senior person who knew you in a management capacity. If your reference is from an education establishment, the referee must be the Principal or equivalent.
- If you are an ECT, your first reference should be the Principal of the school in which you completed your main placement; the second should be your ITT provider.
- If you have not previously been employed, then Headteachers, College Lecturers, or other persons who are able to comment authoritatively on your educational background and/or personal qualities, are acceptable as referees.
- Wherever possible, the email addresses given for your referees should be their work email (or equivalent), not their personal email address.

Suitable referees are people who have direct, recent experience of your work and who are in responsible positions. We may need to contact them at short notice so please be specific with regard to contact addresses including e-mail and telephone numbers.

6. The Supporting Statement/Letter of Application

The supporting statement or letter is regarded as a very important part of your application. You should make statements that demonstrate how your qualifications and experience match the post. You should take particular care to demonstrate how you meet the person specification included as part of these details. **Please limit your supporting statement to two sides of A4 in size 11 font.**

7. Arrangements for Interview

Shortlisted applicants will be contacted as soon as possible after the closing date. Referees are contacted prior to the interview stage for teaching and some support staff posts. We would ask that all shortlisted applicants read the safeguarding information on the school website prior to attending the interview. All shortlisted applicants will be asked to complete and return a criminal records self-disclosure form before interview. You must disclose all convictions, cautions, reprimands, final warnings, binding over or other orders, pending prosecution or criminal investigations that are not 'protected'. This should be returned prior to interview, via email to the Headteacher's PA - hkay@chapeltown-mlt.co.uk.

8. The Interview

Candidates will be invited to visit the school during which time they will have the opportunity to meet staff and students and see the school at work. Interviews are likely to take place in the afternoon.

9. Feedback

Feedback is offered to those candidates who are shortlisted and not recommended for appointment. It is hoped that this information will help you with future applications.

10. Selection for Appointment

Selection is made conditional upon the successful candidate meeting the Trust's requirements for health, physical capacity and conduct as well as satisfactory completion of all pre-recruitment checks.

11. Arrangements for Applications

When you have completed your application, the completed form and covering letter should be e-mailed to hkay@chapeltown-mlt.co.uk by the closing date.

Section 8: Visitors to Chapeltown Academy

Approaching from the north

By car (via M1)

Visitors should leave the M1 at junction 35 and follow the signs for Rotherham/Chapeltown towards Chapeltown. Take the exit onto Cowley Hill/A629 and turn left onto Nether Lane/B6087. At the roundabout take the second exit and stay on Nether Lane. Hydra Business Park is on the left hand-side and you will see the entrance to the Academy as you drive through the site.

By Train

Chapeltown station is served by regular services from Barnsley, Leeds and Kirklees. Upon leaving the station, head for the mini-roundabout and continue straight ahead onto Cowley Lane. Turn right onto Nether Lane and, at the roundabout, follow the second exit and stay on Nether Lane. Hydra Business Park is on the left hand-side and you will see the entrance to the Academy as you walk through the site. The Academy is just over a mile from the station.

Approaching from Sheffield

By Car

Take the A61 through Hillsborough and continue towards approximately 1 mile until reaching the right-hand filter from the dual carriageway, sign posted Ecclesfield. Follow this road, crossing a mini-roundabout, through the housing estate for approximately two miles, until reaching a T-junction. Turn right. Ecclesfield Parish Church will be on your left hand side. Continue for approximately 600 meters until reaching the T-junction with Chapeltown Road. Turn right then left at the traffic lights onto Nether Lane. Hydra Business Park is situated on the right hand side as you travel up Nether Lane and you will see the entrance to the Academy as you drive through site.

By Train

Chapeltown station is served by regular services from Sheffield central station. Upon leaving the station, head for the mini-roundabout and continue straight ahead onto Cowley Lane. Turn right onto Nether Lane and, at the roundabout, follow the second exit and stay on Nether Lane. Hydra Business Park is on the left hand-side and you will see the entrance to the Academy as you walk through the site. The Academy is just over a mile from the station.