



Fir Vale Academy

The best in everyone™

Part of United Learning

Briefing Pack for Applicants

Receptionist & Administrator

May 2026

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Section 1 - Post Advertisement



Fir Vale Academy
The best in everyone™
Part of United Learning

Job title:	Receptionist & Administrator
Location:	Fir Vale Academy, Owler Lane, Sheffield, S4 8GB
Starting salary:	FTE of £25,989.00 – Actual Salary is £22,354.04
Hours of work:	Full-time, 37.5 hours per week, Monday to Friday 08:00 – 16:00 – 39 Weeks

Fir Vale Academy is seeking to appoint Receptionist & Administrator who can provide an outstanding front of house service to parents, visitors and students and provide administrative support within the Admin Team.

The appointee will have a high level of proficiency in interpersonal skills; computer skills and clerical/administration experience. You will be an outstanding, motivated and inspirational person who is able to demonstrate experience of working effectively with young people and adults.

You will be excited and passionate about the education of children have a professional and courteous manner. Experience of dealing with difficult situations and confidential information is essential along with a commitment to the safeguarding of children.

If you have experience of working in a busy reception environment, ideally supporting students and parents in an educational setting, this could be the role for you. You would be joining an established and supportive team, where you would be well supported within your role.

The academy is part of United Learning, a national group of schools and academies. United Learning is one of the largest and most successful Trusts in the country who offers unrivalled Continuing Professional Development (CPD) and training, including opportunities for nationwide networking.

The city of Sheffield itself is a vibrant place to live and work with two universities and a range of entertainment opportunities alongside the access to the beautiful Peak District within a 20-minute commute. Quality of life is routinely ranked highly, and it is one of the greenest cities in Europe: [Welcome to Sheffield](#)

We are looking for someone who:

- Is reliable, highly motivated and self-driven
- Shares our moral purpose of ensuring that all our young people receive the best education possible in a supportive environment from people who care about them
- Someone who is resilient, dynamic, and passionate about improving the life chances of all children in our community but also displays humility and a reflective approach to improvement
- A team player with strong communication skills

We will offer you:

- Highly competitive salary
- Excellent facilities and resources
- Access to an outstanding professional development programme

- Polite, respectful and dedicated students who want to learn and fulfil their potential
- A respectful working environment
- Colleagues who are supportive, friendly and who are committed to each other's professional development
- A chance to become part of one of the largest groups of academies in the country
- Opportunities to work collaboratively with colleagues in other schools within the Yorkshire cluster and across United Learning
- Excellent employee benefits which include a highly sought-after pension scheme with high employer contributions
- Access to training through the Apprenticeship Levy
- Westfield benefits platform
- We are open to requests for flexible or part-time working; and we encourage open and regular conversations about work-life balance

If you possess these qualities and share the academy's vision, then we will be delighted to hear from you. Please refer to the job description and person specification for further details.

To apply, please click the 'Apply Now' button at the top of the advert on our website using the following link to our vacancies page: <https://www.firvale.com/our-school/vacancies/> and complete our online application form. Please note that CVs are not accepted.

The closing date for this post is midnight Sunday 31st May 2026. Interviews will take place soon after.

If you would like to discuss this exciting opportunity, please contact hr@unitedlearningyorks.org.uk

United Learning is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Employees will, in accordance with statutory guidance, be subject to a comprehensive checking process including references from current and previous employers, health, right to work in the UK, an Enhanced DBS check and a further check against the appropriate barred list.

Section 2 – United Learning

Fir Vale Academy is part of United Learning which is a large and growing group of schools aiming to offer a life changing education to children and young people across England.

Our schools work as a team and achieve more by sharing than any single school could. Our Subject Specialists, Group-wide Intranet, our own curriculum and online learning portal all help us share knowledge and resource, which supports simplifying work processes and managing workloads for an improved work-life balance.

As a Group we can reward our staff better, we provide good career opportunities, better pay, employee benefits and ultimately, the satisfaction of helping children to succeed. We invest in our staff wellbeing. Our academies each have at least eight INSET/training days per year (with three of those solely dedicated to planning) and an ongoing group-wide wellbeing programme. It is an ethos we call ‘the Best in Everyone’.

We are working hard to become a more diverse organisation, which is key to our commitment to bringing out ‘the Best in Everyone’. We welcome applications from everyone committed to this ethos and would particularly welcome applications from black and minority ethnic candidates who are currently under-represented in the Group as a whole. We always appoint on merit. We are open to discussing flexible working options.

<https://unitedlearning.org.uk/>

Section 3 – Letter from the Regional Director

Dear Candidate

Thank you very much for your interest in the role within the Yorkshire United Learning Cluster. The cluster itself is a close-knit group of four Secondary Academies: Fir Vale Academy, Barnsley Academy, Sheffield Park Academy and Sheffield Springs Academy, who work alongside a number of local Primary Academies; all from within the United Learning Trust.

The cluster is well-established and has excellent support from locally based cluster central services. These cover Business Management, HR, IT and Site/Estate Facilities. They are led by an Executive Business Manager. This provides our Academies with excellent trained advice and support in these areas; this benefits the leadership and wider staff of every Academy.

United Learning Trust is a national organisation serving Primary and Secondary Academies, all-through Academies and Independent Schools. Our ethos is, “the Best in Everyone”. This is a useful phrase that sums up the work and focus of the organisation. Every decision taken is done with this aim in mind: for staff, for students and for the community. The Trust values of Respect, Determination and Ambition are driven through the Character Programme, which each Academy has carefully interpreted in their own way. The Trust attributes of Creativity, Confidence and Enthusiasm are demonstrated at every level.

United Learning, and Academies within the Yorkshire Cluster, demonstrate a strong commitment to staff CPD and staff wellbeing. If you join our schools you will be inducted, supported and developed in a deliberate way from before you even take up post. Our status as an Academy Trust enables highly competitive rates of pay progression and our employee schemes, such as Perkbox, are an attractive feature of employment.

Above everything, we put young people first and seek to recruit adults who share this view. We work with students, parents and families to provide a structured, supportive experience that enables them to achieve as well as they possibly can and become excellent scholars and rounded individuals. We insist on classrooms and corridors that are respectful, orderly places where everyone is expected to display positive and mature attitudes.

Applying for a new job is a huge investment of time and emotional energy. The recruitment decision has to be right for employee and employer. I would encourage you to seek out any information you need in order to make the important decision to apply and we welcome visits to our schools in advance of applications wherever this might be helpful.

I do wish you the very best with your application and thank you again for considering us.

Best wishes,

Laura Moore

Regional Director
United Learning

Section 4 – Letter from the Principal of Fir Vale Academy



Dear Candidate,

Thank you very much for your interest in joining Fir Vale Academy. I am delighted to introduce you to our school, and I hope this application pack gives you a clear sense of our values, our community, and the exciting opportunity this role presents.

Fir Vale Academy is a diverse and dynamic 11–16 secondary school, proudly serving the North of Sheffield. We are part of the United Learning family of schools, and we work closely with our cluster partners to share best practice and drive improvement. We fully subscribe to the ethos and values of United Learning, which align closely with our own commitment to ambition, opportunity, and determination for every student.

This role of Receptionist & Administrator is a vital position within our Admin Team. If you have experience of working in a busy reception environment, ideally supporting pupils and parents in an educational setting, this could be the role for you. You would be joining an established and supportive team, where you would be well supported within your role.

You are very welcome to contact me directly for an informal conversation prior to applying, and we would be pleased to arrange a visit so you can experience our school in action.

Thank you again for considering Fir Vale Academy as the next stage in your career. I wish you the very best of luck with your application.

Warm regards,

Danny Bullock
Principal

Section 5 – Job Description



Job Description

Post title	Receptionist & Administrator
Salary	FTE of £25,989.00 – Actual Salary is £22,354.04
Responsible to	Principals PA
Responsible for	No Line Management responsibility
Role purpose	<p>To provide a professional and efficient Reception service for the school and provide administrative support to the school.</p> <p>To demonstrate excellent time management and prioritisation skills to ensure all tasks and deadlines are met, supporting the Admin Team, students, and families.</p>
Relevant qualifications	GCSE qualifications in English and Mathematics or equivalent

The postholder must, at all times, carry out their duties and responsibilities within the spirit of United Learning Trust and academy policies and procedures, and within the legislative framework applicable to academies.

Role Summary

To provide a professional and efficient Reception service for the school and provide administrative support across the school.

Key Responsibilities

Key Accountabilities:

- Responsible for answering incoming calls, emails etc to the school
- Responsible for greeting and dealing with visitors to the school. Ensuring all visitors to the school are recorded and have completed the relevant 'signing-in' process and ensuring safeguarding procedures are met
- Opening and distribution of post and parcels delivered to the school
- Responsibility for administration and typing duties to support the school

- To be part of the school's first aid team (training provided)
- Collecting and storing all lost property
- General administrative duties for the school including supporting other teams
- The ability to converse at ease with members of the public
- Ability to respect and maintain confidentiality
- Efficient and effective organisational skills
- Ability to relate to pupils in a pleasant sympathetic manner
- Ability to recognise potential child safeguarding issues
- Ability to work accurately and under pressure
- Ability to adapt to changing work loads
- Self-motivated and ability to motivate others
- To work within the spirit of School Policies on Equal opportunities, Child Protection, Health and Safety, Finance etc
- Flexible team worker

Specific Responsibilities:

- Serve as the first point of contact for students, parents, staff, and visitors, providing a welcoming and professional front-office experience while managing enquiries in person, by phone, and via email.
- Maintain accurate student records and administrative databases, including attendance, admissions documentation, and confidential files, ensuring compliance with data protection policies.
- Coordinate daily office operations such as managing appointments, handling correspondence, distributing mail, and supporting colleagues with administrative tasks and scheduling.
- Support school events and activities by assisting with logistics, preparing materials, and liaising with staff, parents, and external agencies as required.

Culture:

- Contribute to the calm and effective running of the academy by supporting all pupils

General

- Develop excellent working relationships with colleagues internally, centrally and externally
- Be an effective and flexible member of the team

- Ensure any documentation produced is to a high standard and is in line with the in-house style
- Participate in training and other learning activities as required
- Participate in the Performance Management process
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate
- To represent the academies at events as appropriate
- To support and promote academy and United Learning's ethos, playing a part in strengthening relationships between academies and with central office
- To be aware of, and comply with, United Learning's policies and procedures relating to child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person
- To actively participate in continuous professional development and act as a positive role model across the academies and Trust
- Undertake academy duties in line with supervising the academy day
- 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 Executive Business Manager and Human Resources
- This job description will be kept under review and may be amended via consultation with the individual, Executive Business Manager and Human Resources as required

Information

This post may require the post-holder to have a degree of flexibility and willingness to work outside of normal working hours.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore, been used in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post-holder.

Elements of this job description and changes to it may be negotiated at the request of either the post-holder or the incumbent of the post.

I accept my job description and job title as detailed above.

Name (print)	
Sign	
Date	

Section 6 – Person Specification



Person Specification

Post title	Receptionist & Administrator		
Salary	FTE of £25,989.00 – Actual Salary is £22,354.04		
Education and Qualifications	Essential	Desirable	
Level 2 qualification (or equivalent) in English and Maths	X		
Safeguarding training or willingness to undertake training		X	
First Aid Qualification		X	
Experience	Essential	Desirable	
Experience of working effectively as part of a team	X		
Experience of working independently and managing own workload effectively	X		
Strong communication and interpersonal skills demonstrated in a professional context with young people, parents/carers, and colleagues	X		
Experience of working in an environment requiring a high level of literacy and numeracy	X		
Experience of working with children and young people		X	
Knowledge and Skills	Essential	Desirable	
Ability to provide and maintain a high-quality, customer-focused service	X		
Proficient in Microsoft Office applications, including Word and Excel, and able to work with databases	X		
Excellent telephone manner and interpersonal skills	X		
Ability to communicate effectively both verbally and in writing	X		
Ability to work effectively under pressure in a busy environment	X		
Ability to maintain accurate and efficient record-keeping systems	X		
Ability to work effectively on own initiative as well as part of a team	X		
Experience using a Management Information System (MIS) and maintaining accurate records	X		
Teamwork	Essential	Desirable	
Recognises and values the contributions and achievements of colleagues	X		
Keeps colleagues, stakeholders, and customers informed of progress	X		
Treats others fairly, openly, and consistently	X		
Expresses disagreement or challenges views calmly, constructively, and tactfully	X		
Supports and cooperates with colleagues	X		
Personal Attributes	Essential	Desirable	
High levels of discretion, confidentiality, and understanding of data protection requirements	X		
High levels of personal and professional integrity	X		
A proactive, solution-focused approach to problem solving with a “can do” attitude	X		
Strong written and verbal communication skills	X		
Ability to prioritise, multitask, and manage workloads while responding flexibly to urgent requests	X		
Strong interpersonal skills and ability to work with stakeholders at all levels	X		
Highly organised with excellent attention to detail	X		

Maintains high standards and takes initiative to improve processes	X	
Ability to make recommendations for improvements to enhance the quality of service	X	
Willingness and ability to travel to locations within the cluster and attend off-site meetings with agencies	X	

Section 7 – The Appointment Process

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

The Application Form

The application form is accessible via the 'Apply' link on the job advertisement. Please complete the application form neatly, fully and accurately, including exact dates. You are requested to submit a concise application. CVs are not accepted.

Education and Training

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

Present Appointment

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

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.

Referees

Suitable referees are people who have direct, recent experience of your work and who are in responsible positions. Reference will be taken if the candidate is successfully short-listed for interview. We may need to contact them at short notice so please be specific with regard to contact addresses including e-mail and telephone numbers.

The Supporting Statement

The supporting statement is regarded as a very important part of your application. You should make statements that demonstrate how your qualifications and experience match the post.

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 support staff posts. We would ask that all shortlisted applicants read the safeguarding information on the school website/s prior to attending the interview.

The Interview

Candidates will be invited to interview at the school during which time they will have the opportunity to meet staff and students and see the school at work.

Feedback

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

Section 8 – Visitors/Contacts for Fir Vale Academy



Fir Vale Academy

The best in everyone™

Part of United Learning

Fir Vale Academy
Owler Lane
S4 8BG

Website: <https://www.firvale.com>

Email: enquiries@firvale.com

Telephone: 0114 2439391

As part of United Learning our aim is to bring out 'the Best in Everyone' and we continuously strive to ensure that students and staff have every opportunity to succeed, with their potential developed to the utmost.