



*Belong. Believe. Achieve. Grow.*

Applicant Information Pack:  
Receptionist/Administrator

**Closing date: 9am Friday 25th September**

Applications can be made via  
completing the [application form](#).

To arrange a visit or apply, contact:  
Mel Knight - Operations Manager - The Circle Trust  
[recruitment@thecircletrust.co.uk](mailto:recruitment@thecircletrust.co.uk) tel. 0118 338 1961



# Be the heart of our school community

**The Circle Trust Support Pay Grade 4 SCP 7-11 Actual salary £22,608-£24,097 (depending on experience) FTE £26,402-£28,141 - 37 hours – 5 days per week | Term time plus 5 inset days | Permanent**

We are seeking a well-organised, enthusiastic team player who thrives in a fast-paced environment where no two days are ever the same!

The successful candidate will play a key role as the first point of contact for all visitors to the school reception as well as having the flexibility to offer administrative support to the school team. You will be a warm, friendly problem-solver with great attention to detail, and the initiative to take ownership for a variety of tasks.

The role combines a stimulating mix of interaction with a wide range of visitors, pupils and staff. Experience of working in a busy reception area, ideally in an educational setting, is desirable but not essential.

In return, we offer a warm, welcoming and supportive environment where staff wellbeing is key; we want you to enjoy coming to work and to feel valued in all that you contribute.

If you can work well under pressure, managing several tasks at once, all whilst maintaining a calm approach, we would love to hear from you.

## We offer:

- A varied, rewarding role at the heart of school life
- The chance to make a positive difference every day
- A supportive team environment

## As Receptionist/Administrator you will bring:

- A friendly and professional approach
- Strong communication and customer service skills
- A calm, solutions-focused approach

## To arrange a visit or apply

Mel Knight - Operations Manager - The Circle Trust - [recruitment@thecircletrust.co.uk](mailto:recruitment@thecircletrust.co.uk) | tel. 0118 338 1961

Applications can be made via the [application form](#) on our school website and will be considered upon receipt

**Closing date:** 9am Friday 25th September | **Interview date:** To be confirmed

Applications will be considered upon receipt and we reserve the right to close the advert early

*The Circle Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Our recruitment process follows the keeping children safe in education guidance and offers of employment may be subject to the checks outlined in this guidance.*



The  
**Hawthorns**  
Primary School



## Our school

The Hawthorn Primary School is a thriving and popular school at the heart of leafy Woosehill, with a strong sense of community. We are fortunate enough to have a well-equipped attractive building with spacious grounds. Our dedicated and skilled staff aim to provide the best education they can for all our children. We are well-supported by our strong partnership with our Trust, an engaged local community and wonderfully enthusiastic parents.

At The Hawthorns, we pride ourselves on our caring and friendly ethos, where everyone is encouraged to flourish as we nurture, develop and celebrate all talents and gifts. Our children come to school eager to learn and we aim to encourage this positive attitude by providing them with learning opportunities that are memorable, challenging and tailored to the way each child learns best.

We place children at the heart of everything we do, with the priority to keep them safe and happy. Our vision is underpinned by our core values of *Belong. Believe. Achieve. Grow.*

The ethos of our school, our curriculum, policies and practice, and all that we put into place for our community, grow from these roots.

“Leaders are determined that  
pupils do well and want the  
**best for every child.”**

Ofsted 2022



*Belong. Believe. Achieve. Grow.*



## Job description

### Salary

The Circle Trust Support Pay Grade 4 SCP 7-11 Actual salary £22,608-£24,097 (depending on experience) FTE £26,402-£28,141 per annum

### Contract

37 hours – 5 days per week | Term time plus 5 inset days | Permanent

### Start Date

Immediate

## Job purpose

### As Receptionist/Administrator you will:

Manage the school reception and provide a professional, friendly, welcoming and efficient front-of-house service that promotes the vision, values and ethos of the school. As the first point of contact for all members of our school community, the postholder will create a positive impression and foster strong relationships with families, supporting the wellbeing, development and success of all pupils.

The postholder will play a key role in ensuring the smooth and efficient day-to-day operation of the school office, providing high-quality administrative and organisational support. Responsibilities include: overseeing attendance and absence monitoring procedures, administering pupil admissions processes, maintaining accurate records and ensuring clear, timely and effective communications.

The Receptionist/Administrator will deliver excellent customer service, maintain confidentiality and support the school's commitment to high standards and positive partnerships with the wider community.

## Duties and responsibilities

### Specific Accountabilities:

#### Reception and front office service

- To manage the school reception acting as the first point of contact for visitors
- Provide a warm, professional and customer-focused reception service
- Manage all incoming and outgoing communications
- Welcome visitors and ensure all safeguarding and visitor procedures are followed.
- Handle routine enquiries and direct complex matters to the appropriate member of staff

- Coordinate daily school meal requirements, monitor ParentPay and liaise with caterers
- To administer first aid and medication when required, supporting pupil's wellbeing and welfare needs.
- Manage the provision of school uniform

### **Attendance and Absence Monitoring**

- Monitor daily pupil attendance and punctuality using the school's Management Information System (Arbor)
- Record and process pupil absences accurately and in line with school and statutory requirements
- Contact parents/carers regarding unexplained absences and maintain accurate records of communications
- Produce attendance reports for senior leaders and external agencies as required
- Support attendance improvement initiatives and ensure timely follow-up of attendance concerns
- Maintain confidentiality and accuracy of attendance records
- Process planned absence requests in line with school policy

### **Admissions Administration**

- Coordinate and administer school admissions processes in accordance with Trust and school procedures
- Manage enquiries from prospective parents and arrange school visits and tours
- Process admissions and mid-year transfers, ensuring all relevant paperwork is completed and records are updated
- Maintain accurate pupil records and admissions documentation
- Liaise with parents, The Circle Trust and other schools regarding admissions and pupil transfers

### **Administration**

- To provide efficient administrative services to ensure the smooth running of the school
- Support the Operations Lead and Senior Leadership Team in administration and organisation associated with whole school events, open days, clubs and external agencies
- Accurate, timely updating and maintenance of Arbor pupil records
- Updating internal information systems e.g. room bookings, school calendar
- Manage incoming and outgoing post and deliveries
- Undertake data entry, filing, photocopying and general administrative duties

### **Communications**

- To assist with website and social media updates
- Prepare and distribute weekly school newsletters, electronic communications, letters and updates

## General Accountabilities:

- To embody the values, vision and ethos of The Hawthorns
- Participate in appropriate training and development
- To adhere to statutory guidance and school policies, including child protection, safeguarding, GDPR, Health & Safety and emergency procedures
- To carry out tasks as reasonably required by the Headteacher.

## Line Management:

- The Receptionist/Administrator is line managed by the Headteacher.

The Receptionist /Administrator will be required to safeguard and promote the welfare of children and young people and follow school policies and the staff code of conduct.

This job description forms part of the contract of employment of the person appointed to this post.

It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future.

## Person specification

### Qualifications and training

|    | Criteria                                                                                    | Essential | Desirable |
|----|---------------------------------------------------------------------------------------------|-----------|-----------|
| 1. | Good standard of general education e.g. GCSE English, Mathematics NVQ Level 2 or equivalent | ✓         |           |
| 2. | Good verbal and numeracy skills                                                             | ✓         |           |
| 3. | Competent user of Microsoft Office systems                                                  | ✓         |           |
| 4. | Knowledge of Arbor software desirable                                                       |           | ✓         |

### Experience

|    | Criteria                                                                 | Essential | Desirable |
|----|--------------------------------------------------------------------------|-----------|-----------|
| 5. | Experience of general administrative work in a busy, diverse environment | ✓         |           |
| 6. | Experience of working in an educational environment                      |           | ✓         |
| 7. | Experience of maintaining accurate records and databases                 |           | ✓         |

### Skills and understanding

|     | Criteria                                                                                                                                                                                             | Essential | Desirable |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| 8.  | Comply with policies and procedures relating to e.g. child protection, safeguarding, health and safety, welfare, security, confidentiality and GDPR reporting any concerns to the appropriate person | ✓         |           |
| 9.  | A proactive, flexible approach and willingness to support others                                                                                                                                     | ✓         |           |
| 10. | Ability to work independently and accurately under pressure                                                                                                                                          | ✓         |           |
| 11. | Good organisational and time management skills – able to prioritise workload                                                                                                                         | ✓         |           |
| 12. | High levels of accuracy and attention to detail                                                                                                                                                      | ✓         |           |
| 13. | Ability to collaborate with other team members                                                                                                                                                       | ✓         |           |
| 14. | Ability to build effective working relationships with staff, pupils and other stakeholders valuing diversity                                                                                         | ✓         |           |
| 15. | Excellent communication and customer service skills                                                                                                                                                  | ✓         |           |

|     |                                                                                           |   |  |
|-----|-------------------------------------------------------------------------------------------|---|--|
| 16. | A willingness to undertake First Aid Training and then administer First Aid when required | ✓ |  |
|-----|-------------------------------------------------------------------------------------------|---|--|

## Personal qualities

|     | Criteria                                                                             | Essential | Desirable |
|-----|--------------------------------------------------------------------------------------|-----------|-----------|
| 17. | A commitment to uphold the school's vision, values and staff code of conduct         | ✓         |           |
| 18. | A commitment to participate in training and development opportunities                | ✓         |           |
| 19. | Ability to maintain confidentiality and handle sensitive information appropriately   | ✓         |           |
| 20. | Commitment to safeguarding and equality                                              | ✓         |           |
| 21. | A sense of responsibility and accountability                                         | ✓         |           |
| 22. | Empathy, respect and a caring attitude for all school stakeholders                   | ✓         |           |
| 23. | Ability to maintain a positive, professional demeanor, remaining calm under pressure | ✓         |           |



## About The Circle Trust

The Circle Trust, established in 2018, was created to serve Wokingham and the surrounding area. The Circle Trust was borne out of a desire that all children and young people have an excellent, well-rounded education and flourish in first-rate schools where the best teaching, the best facilities and the most up-to-date resources are made available to them.



[An introduction to The Circle Trust](#)

We are a community of schools that have shared values and an essential common ethos and vision for education and learning. At the centre of our work together is improving the educational outcomes for our pupils.



Our Trust's vision is

All children and young people deserve to have an excellent well-rounded education and **to flourish** in first-rate schools with the best teaching, the best facilities and the most up to date resources made available to them.



Our values are our cultural north star  
they drive our behaviour and decision making.



The highest educational outcomes  
for every learner is paramount



Preserving the unique identity and  
ethos of all partner schools is  
essential



To be anything but utterly  
inclusive is non-negotiable



Being self-reflective is essential in  
encouraging innovation, our Trust is  
always driven to improve further



What we say is what we do, we  
recognise talent, foster expertise,  
believe well-being for all is  
fundamental



Our Trust promotes collaborating  
with others and being outward  
looking

## Our support

Our Trust provides the support and infrastructure that schools need to enable them to develop and improve, and for the school leadership and their local governance to achieve their objectives.

At the heart of our Trust is access to school improvement advice and guidance. We call this package of support “The Learning Curve!” As an all-through Trust (nursery—18 years), we are able to provide school improvement advice and strategy based on consistent and fluent approaches to education provision.



## Our schools

We understand how to manage the balance between effective and efficient common systems whilst ensuring that the individual character and ethos of different schools is maintained. We work in a very transparent way, where schools have the opportunity to influence and their views are taken into account.

As a trust we are rooted in this approach and our ambition is clear; to improve the educational outcomes for children and young people. We don't want to change schools; we want to help them progress.



Badgemore Primary School



Emmbrook Infant School



Emmbrook Junior School



The Hawthorns Primary School



Hartland Primary School



Nine Mile Ride Primary School



Owlsmoor Primary School



Shinfield Infant and Nursery School



St Crispin's School



The Emmbrook School



Wescott Infant School



Westende Junior School



## To find out more:

Please visit [The Circle Trust](https://www.thecircletrust.co.uk) website and [Family Circle guide](#).

If you would like to arrange a meeting, please get in contact via the school office.

**We'd love to have a cuppa with you!**



The  
**Hawthorns**  
Primary School



## About Wokingham

Wokingham has plenty to offer and our historic market town is by no means standing still. We are coming to the end of a £100m town centre regeneration programme and the population continues to grow.

We are often found at or near the top of surveys for the best place to live and to raise a family. We are surrounded by spacious woodland and lush green fields. There are plenty of options for being active in the great outdoors – we are near excellent mountain bike trails, water sport centres, play areas, skateboard parks, golf courses and bridle paths. There are also many other ways to keep busy with nearby cinemas, ten-pin bowling and theatres.

We enjoy good transport links by road and rail to key towns such as Reading, Bracknell, Windsor, Basingstoke and Guildford, in addition to being just 40 miles from central London and 25 miles from Heathrow Airport. Reading is an award-winning shopping destination in the Thames Valley region and Windsor is of course world-renowned for its Royal residence, Windsor Castle.

Wokingham has a strong community spirit which is highlighted by the fabulous May Fair, International Street Concert, Food and Drink Festival and Winter Carnival. The town truly comes alive during these events.

**We love our town, and we look forward to welcoming you.**



## The process and how to apply

The Circle Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Our recruitment process follows the keeping children safe in education guidance and offers of employment may be subject to the checks outlined in this guidance.

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Visits to the School     | Visits to the school are warmly welcomed, please contact <a href="mailto:recruitment@thecircletrust.co.uk">recruitment@thecircletrust.co.uk</a> to arrange a visit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Application form         | Please complete <a href="#">The Circle Trust application form</a> . This is the only form that will be accepted. You should ensure that your personal statement is no more than two pages of A4 and that it reflects your suitability in terms of the Person Specification.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| References               | We require two references from all candidates, one of which must be from your most recent employer. If any references relate to employment at a school/college, your referee must be the Headteacher/Principal. If you are short-listed, the school will contact your referees without further reference to you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Equal opportunities      | <p>We are committed to recruiting, retaining and developing a workforce that reflects at all grades the diverse communities that we serve. It is vital that we monitor and analyse diversity information so that we can ensure that our HR processes are fair and transparent.</p> <p>Any information provided on this form will be treated as strictly confidential, will not be seen by staff directly involved in the appointment and no information will be published or used in any way which allows any individual to be identified.</p> <p>The completion of this <a href="#">equal opportunities monitoring form</a> is entirely voluntary. However, it will assist us in carrying out this monitoring. We would therefore be grateful if you would complete the questions on this form.</p> <p>Prior to shortlisting this information will be removed from your application form and used only to provide data for statistical purposes.</p> |
| Application closing date | <p>The closing date for applications is 9am Friday 25th September. Applications can be made via the <a href="#">application form</a> on our school website. Applications will be considered upon receipt and we reserve the right to close the advert early.</p> <p>Please send your application to Mel Knight - Operations Manager - The Circle Trust - <a href="mailto:recruitment@thecircletrust.co.uk">recruitment@thecircletrust.co.uk</a> tel. 0118 338 1961</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

|                     |                                                                                                                                                                                                                                                                                       |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Shortlisting        | Shortlisting will be against the Person Specification criteria as detailed in this pack. We will also check all applicants for gaps in employment history. Those applicants that best meet the Person Specification will be invited to interview.                                     |
| Interview Dates     | To be confirmed                                                                                                                                                                                                                                                                       |
| Checks              | If you attend the interview, you will be required to bring photographic identification, proof of the right to work in the UK and proof of qualifications.                                                                                                                             |
| Offer of employment | We will make a verbal offer of employment to the successful candidate by telephone. This will be followed by a written offer which will be emailed or posted. Any offer is made subject to satisfactory references, enhanced DBS clearance and other safeguarding checks as required. |

All unsuccessful candidates will be notified by email

## How we use your data

In completing this application form you should refer to the Recruitment Privacy Notice on our website. The personal information collected on this form will be processed to manage your application in accordance with the Recruitment Privacy Notice.

If successful, your personal information will be retained whilst you are an employee and used for payroll, pension and employee administration in accordance with the Staff Privacy Notice which is available on our website and will be issued on appointment. Information will not ordinarily be disclosed to anyone outside The Circle Trust without first seeking your permission, unless there is a statutory reason for doing so.

In accordance with our statutory obligations under Keeping Children Safe in Education, The Circle Trust is required to conduct an online search as part of our due diligence on the successful candidate. This may help identify any incidents or issues that have happened and are publicly available online. If there are any, we may wish to explore them with you prior to confirming your appointment. We carry out these searches for SLT roles using a trusted third party.

If you are not shortlisted or appointed, then your information will only be retained by us for 6 months from the shortlisting date, in accordance with the Recruitment Privacy Notice.



### **The Hawthorns Primary School**

Northway, Woosehill, Wokingham, Berkshire, RG41 3PQ

t: 0118 9791676

[website](#)

*Belong. Believe. Achieve. Grow.*



The Hawthorns Primary School is an academy and part of The Circle Trust. The Circle Trust is a charitable company registered in England and Wales (number 11031096) whose registered office is The Oval Offices C/O St Crispin's School, London Road, Wokingham RG40 1SS. Further information about The Circle Trust is available at [www.thecircletrust.co.uk](http://www.thecircletrust.co.uk)