United Learning
The best in everyone™

Briefing Pack for Applicants

Receptionist and Administrator

November 2026

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Section 1 – Post Advertisement

Sheffield Park Academy
The best in everyone™
Part of United Learning

Job title: Receptionist and Administrator – (52 or 42 weeks considered)
Location: Sheffield Park Academy, Beaumont Road North, Sheffield, S2 1SN
Starting salary: £24,978.00 gross per annum – if 52w or £23,210.33 gross per annum if 42w
Contract: Full-Time, 52 or 42 Weeks Per Year - Part-time Working will be considered for the right candidate (but no less than 0.8 FTE, 30 hours per week)
Start date: As soon possible

'Leaders are ambitious for all pupils to achieve highly'
Ofsted report, December 2022

'This is a school where staff care for Pupils and are determined that they succeed'
Ofsted report, December 2022

Sheffield Park Academy are seeking to appoint a professional and self-motivated Receptionist and General Administrator. This position will primarily be to provide administrative support to the whole school, this will also include Reception work, ensuring an outstanding level of service is given to all. The role will be primarily admin duties within the administration office and reception duties, based on the school's main reception. There may also be the need to carry out reception and administrative work in other parts of the academy. Working hours are 07:30 -16:30, Monday to Friday.

This is an excellent opportunity to join an Ofsted rated 'Good' academy. The academy is part of United Learning, a national group of schools and academies. Sheffield Park Academy is an 11-18 school. 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. Our school has motivated, ambitious students with a high percentage of our students going on to attend Russell group universities.

The academy has over 1,200 students and is situated in purpose-built £30million premises, benefiting from excellent state-of-the-art facilities. We have a vibrant, multicultural community with over 70 languages spoken across the academy. United Learning Trust is one of the largest and most successful Multi Academy Trust in the country who offers unrivalled CPD and opportunities for nationwide networking and development opportunities. We are looking for ambitious individuals who wish to have a significant and rapid impact upon students' life chances and who wish to progress rapidly within their career within the United Learning family.

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 20 minutes. Quality of life is routinely ranked very highly and it is one of the greenest cities in Europe. https://www.welcometosheffield.co.uk/

This is a very busy role and previous reception experience in a comparable environment is preferable.

This role includes:

- Warmly welcoming all visitors to the building, ensuring safeguarding compliance at all times.
- Taking all incoming calls to the school, directing callers to the right person, taking accurate messages, and screening calls, prioritising as needed and ensuring all messages are communicated to the right person promptly and accurately.
- Liaising with other stakeholders including external agencies, parents, and members of the public.
- Maintaining a tidy reception and administrative area, liaising with the Estates team to ensure deliveries are distributed promptly.
- Maintaining a tidy conference room and ensuring this area is reset following meetings.
- Providing administrative support including preparing letters for parents and managing the reception diary and meeting rooms.
- Working on reprographics tasks.
- Supporting the Office Manager with day-to-day operational administration tasks

We are looking for someone who is:

- Reliable, highly motivated and self-driven.
- Proactive and the ability to use own initiative and problem-solving skills.
- Experienced in reception and/or administrative work in a very busy work environment.
- Keen on attention to detail, has high standards and takes pride in their work.
- A team player with excellent communication and interpersonal skills.
- Able to maintain positive relationships with all members of the school community.

Please see the job description and person specification for further detail.

We will offer you:

- Highly competitive salary. We pay an average of 5% above national scales, the best rates of pay in the sector.
- Excellent facilities and resources.
- Access to an outstanding professional development programme.
- Eight extra INSET days for planning.
- At least one personal leave day a year.
- Polite, respectful and dedicated students who want to learn and fulfil their potential.
- 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.
- Generous staff discount scheme.
- We are open to requests for flexible or part-time working; and we encourage open and regular conversations about work-life balance.

As part of United Learning our aim is to bring out 'the Best in Everyone' and we are dedicated to providing students and staff with every opportunity to reach their full potential and succeed with our support.

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.

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: Sheffield Park Academy Vacancies and complete our online application form. Please note that CVs are not accepted. Please indicate on your application if you are applying for a 52-week or 42-week role. **The closing date for this post is 11.59pm on Sunday 15th November 2026.**
Interviews will be held soon after.

If you would like to discuss this exciting opportunity or would like to arrange for a visit, 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

The Yorkshire Cluster is part of United Learning which is a large and growing group of schools aiming to offer 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 to 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 and provide excellent career opportunities, better pay, employee benefits and ultimately, the satisfaction of helping children to succeed. We also 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: Barnsley Academy, Fir Vale 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 Sheffield Park Academy

Dear Candidate

Thank you very much for your interest in joining Sheffield Park Academy. I am delighted to introduce you to our school, and I hope that this application pack provides you with a good overview of the type of candidate we are looking for. **If you like what you have read or know about our school, I would advise you to get in contact with us either for a visit to the academy or a phone call to find out more.**

Sheffield Park Academy is a flourishing 11-18 school and we really value working as part of the Yorkshire cluster alongside our sister schools: Barnsley Academy, Fir Vale Academy, and Sheffield Springs Academy. Our close collaboration across the schools is a real source of strength and support as is the wider support of United Learning and in particular our Regional Director.

We fully subscribe to the ethos and values of United Learning and as Principal, I would thoroughly recommend working for the group. Our own academy character values of Community, Ambition, Respect, and Endurance filter through everything we do as a school, and we aspire for all students, staff, and other members of our community to live these into being. We also subscribe to our academy strapline of 'One Community, One Park' to ensure our school is a place of strong values, together, and shared goals.

If you are aligned with our mission and values, we very much look forward to hearing from you.

As an academy, we will be relentless in our aim to provide ambitious and high-quality learning and education to the students of Sheffield Park Academy. In order to provide that, we are looking for colleagues who wish to make a strong and valuable contribution to positively shaping the lives of young people in our community.

Good luck with your application and thank you again for considering Sheffield Park Academy as the next stage in your career.

Best wishes,

Rob Watson
Principal
Sheffield Park Academy

Section 5 – Job Description

Job Description

Post title	Receptionist and Administrator
Salary	Band 1
Responsible to	Office Manager
Responsible for	No direct line management responsibilities
Role purpose	To maintain the smooth and efficient running of the reception and admin areas of the school and to provide reprographics support within the team. To provide an excellent first point of contact to internal and external customers and provide an excellent level of customer service to all stakeholders. To offer a high-quality service that is responsive to the needs of the academy.
Relevant qualifications	Minimum grade 4 in English and Maths

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

Role Summary

The successful post holder will have a key position providing a professional and welcoming front of house service for our busy school reception. The working hours for this post are 7.5 hours per day which will be decided no less than one week before and will fall between the hours of 07:30 -16:30. In addition to reception duties, working as part of a small administrative team you will provide administrative support to the school.

Key Responsibilities

Although not an exhaustive list the following gives an indication of the role and associated responsibilities.

Main Responsibilities

- To act as the first point of contact for all school enquiries either by telephone, email, the school MIS, or face to face and ensure the smooth running of the school reception and admin areas.
- To perform reception duties in an efficient, professional and courteous manner.
- To ensure that the reception area and meeting rooms are kept legal, tidy, informative and welcoming to visitors at all times.

- To record and sign visitors and pupils in and out of the school as and when necessary.
- Issue visitor passes, checking ID and DBS clearance certificate ensuring safeguarding compliance at all times.
- To undertake routine clerical duties, i.e. production of letters, photocopying, producing class lists, mail merge, etc.
- To use various software packages as directed by the school.
- To take incoming calls to the school, directing callers to the right person, taking accurate messages, and screening calls, prioritising as needed and ensuring all messages are emailed to the right person promptly and accurately.
- Complete and obtain appropriate authorisation for pupils entering and exiting the academy building.
- Receive parcels and post ensuring these are delivered to departments as soon as possible via the Facilities Team.
- Carrying out reprographics efficiently and smoothly to agreed policy within copyright laws as directed by the Office Manager.
- Liaise with appropriate people in the maintenance of reprographics printers.
- Support staff in producing resources for learning and administration.
- Ensure confidentiality at all times.
- To be a member of the academy's administrative team, assisting with other office duties during busy periods.
- To maintain manual and computerised filing systems.
- To keep the list of authorised visitors up to date, liaising with HR, SLT and the Operations Manager
- To develop and maintain professional relationships with Managers, Staff and Support Services colleagues to ensure consistency and enhanced service delivery

General

This role includes:

- Warmly welcoming all visitors to the building, ensuring safeguarding compliance at all times.
- Liaising with other stakeholders including external agencies, parents, and members of the public.
- Maintaining a tidy reception area, liaising with the Estates team to ensure deliveries are distributed promptly.
- Providing administrative support including preparing letters for parents and managing the reception diary and meeting rooms.
- Provide an outstanding administrative service to the Academy and it's community.

Role Tasks:

- To develop excellent working relationships with colleagues internally, centrally and externally.
- To be an effective and flexible member of the Support Services Team, contributing to the successful adherence to Safeguarding Policy.
- To uphold the Academy policies and procedures at all times.
- To ensure any documentation produced is to a high standard and is in line with the in-house style.
- Be aware and comply with policies and procedures relating to Safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Participate in training and other learning activities as required.
- Participate in the Academy's Performance Management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To promote the area of responsibility within the Academy and beyond.
- To represent the Academy at events as appropriate.
- To support and promote the Academy ethos.
- To undertake any other duties and responsibilities as required that are covered by the general scope of the post.

We are looking for someone who is:

- Reliable, highly motivated and self-driven.
- Proactive and the ability to use own initiative and problem-solving skills.
- Experienced in reception and/or administrative work in a very busy work environment.
- Keen on attention to detail, has high standards and takes pride in their work.
- A team player with excellent communication and interpersonal skills.
- Able to maintain positive relationships with all members of the school community.

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.
- 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

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to undertake in the organisation. However, it should be noted that whilst every effort has been made to outline all duties and responsibilities, 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 postholder. Elements of this job description and changes to it may be negotiated at the request of either the postholder 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

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Person Specification

Post title	Receptionist and Administrator
Salary	Band 1

Education and Qualifications	**Essential**	**Desirable**
Excellent literacy and numeracy to support delivery in the role	X	
Evidence of further professional development and training.		X
A formal Health and Safety qualification.		X
GCSE English and Maths	X	
Experience	**Essential**	**Desirable**
Experience in a similar role in a reception or school reception.	X	
Experience of administration tasks.	X	
Experience operating in a fast-paced environment.	X	
Experience of taking phone calls, taking messages or directing calls to the correct person.	X	
Experience of using management information systems.	X	
Knowledge and Skills	**Essential**	**Desirable**
Knowledge of what an effective administrative service can offer.	X	
Good interpersonal skills to ensure effective communication at all levels.	X	
Good competency in office applications, for example, Microsoft Office.	X	
Good written and verbal communication skills.	X	
Teamwork	**Essential**	**Desirable**
Recognises the contribution and achievement of colleagues.	X	
Keeps colleagues, stakeholders and/or customers informed of progress.	X	
Treats others fairly, openly and consistently.	X	
Expresses disagreement or challenges views calmly, constructively and tactfully.	X	
Supports and co-operates with colleagues.	X	
Personal Attributes	**Essential**	**Desirable**
High levels of discretion, confidentiality, and awareness of Data Protection.	X	
High levels of personal and professional integrity.	X	
A facilitative approach to problem-solving and a ‘can do’ mindset.	X	
Good written and verbal communication skills.	X	

Ability to prioritise, multitask and manage workloads while maintaining a flexible response to urgent requests.	X	
Good interpersonal skills and ability to work with stakeholders at all levels.	X	
Organised and good attention to detail.	X	
Maintains high standards and takes initiative to make things better.	X	
Make recommendations for improvements to enhance quality of service.	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. References 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 academy website/s prior to attending the interview.

The Interview

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

The academy is located in the thriving city of Sheffield close to the beautiful Peak District and within easy reach of Rotherham, Wakefield, and Barnsley

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Sheffield Park Academy
Beaumont Road North
Sheffield
South Yorkshire
S2 1SN

Website: www.sheffieldpark-academy.org
Email: info@sheffieldparkacademy.org
Telephone: 0114 2392661

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