



HASTINGS HIGH SCHOOL

Candidate Information Pack

Receptionist



Care and Excellence for All

www.hastings.school

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Welcome from our Co-Headteachers

Thank you for your interest in joining Hastings High School.

Choosing a new school is one of the most important professional decisions you will make, and we hope this information pack gives you a sense of the ambition, values and community that make Hastings High School such a special place to work.

At Hastings High School, our vision is simple: **Care and Excellence for All**. Everything we do is rooted in this commitment. We believe that every pupil deserves an exceptional education, delivered within a culture where they feel safe, valued, supported and inspired to succeed. Equally, this extends to our staff who are valued and supported to be the best they can be.

As an 11–16 academy at the heart of the Burbage community, we are a thriving, oversubscribed community school with a strong academic record and a reputation for nurturing ambition, responsibility and self-development in every pupil. We are proud of our strong relationships, high expectations and unwavering belief in the potential of every pupil.

We are a school where ambition is encouraged, achievement is celebrated and everyone is supported to become the very best version of themselves.

We know that outstanding schools are built by outstanding people. That is why we place significant emphasis on staff wellbeing, professional growth and creating a culture where colleagues feel trusted, valued and empowered.

We are looking for colleagues who share our values and who are excited by the opportunity to contribute to the continued success of our school. In return, you will join a supportive and dedicated team with tailored support for ECTs and new staff; your professional development is actively encouraged; we have a culture of care and respect for staff where your wellbeing is important to us and you will work alongside talented and professional colleagues.

We hope that after reading this pack you will be inspired to apply for this role and become part of our Hastings High School family. We would be delighted to hear from individuals who share our passion for education and our commitment to providing the very best opportunities for our pupils.

Yours sincerely,



Miss C Bradley and Mr S Shipman
Co-Headteachers

Care and Excellence for All

Our Hastings Family

Our Ethos

Our aim is to provide Care and Excellence for All. We strive to be a supportive, innovative and inclusive school community which empowers every individual to thrive and excel.

Hastings High School aims to:

- Provide a sense of **Community** with staff, pupils and their families working together
- Be highly **Ambitious** for our pupils and for our school to ensure we provide the best possible education
- Encourage pupils to take **Responsibility** for their behaviour and learning
- Provide an **Enriching** school curriculum which develops pupils all round skills for future success
- Empower pupils to undertake **Self Development** activities to develop all aspects of their capabilities

Our Values



A Learning Community

We learn together, support one another, and celebrate success.



Ambition for All

We set high aspirations and empower everyone to achieve their potential.



Developing Responsibility

We take ownership, act with integrity, and contribute positively to society.



An Enriching Curriculum

We offer diverse, meaningful experiences that broaden horizons and inspire curiosity.



A Focus on Self Development

We promote wellbeing, resilience, and lifelong personal growth.

Care and Excellence for All

Information about the Department

RECEPTION

Reception can be one of the busiest departments in the school. The role is varied and no two days are the same. The role of the Receptionist is key in creating a good first impression of our school, and our Hastings Family.

The Receptionist Team not only meet and greet parents, carers and visitors on site but are also part of the wider staff team, answering parent and pupil queries, directing support (e.g. First Aid) where needed and undertaking administrative tasks as required.

The Receptionist Team are warm and welcoming, they are enthusiastic and keen to help and are an essential part of the 'Hastings Family'. We are looking for someone who has excellent people skills, who is confident both in person and over the phone, someone who enjoys meeting people, ensures confidentiality at all times, and is able to be supportive and flexible, responding calmly and efficiently in an environment that is challenging and busy.

We are happy to receive applications from individuals that have not worked in similar roles previously, as full training and support will be given. We look forward to receiving your application.

Care and Excellence for All

Information about the Role

Receptionist

- Contract Details:
 - 26 hours 20 minutes over 2 weeks:
 - Week 1: Mon-Thu 9 -11 and Friday 9 -1 (12 hours)
 - Week 2: Mon, Wed, Thurs 9 -11, Tuesday 9-13.20, and Friday 9 -1 (14 hours and 20 minutes)
 - Permanent
- Salary Details:
 - Grade 6 Actual salary £8,181 - £8,310
- Start Date:
 - As soon as possible
- Application Deadline:
 - 5pm on 9th October 2026
 - We will review applications as they are received so vacancy may close early
- How to apply:
 - Download an application form from our website www.hastings.school
 - Email completed application form, along with a letter of application, to our HR Manager, Sarah Brown, at sarah.brown@hastings.school
- No recruitment or supply agencies

Care and Excellence for All

Information about the Role

Job Description

RECEPTIONIST

JOB SUMMARY:

To support the School by providing an efficient, courteous Reception service and provide administrative support

AREAS OF RESPONSIBILITY:

- Operate a Reception service which promotes a professional image of the School.
- Process telephone calls and the school email to ensure appropriate action is taken.
- Ensure face to face enquiries (visitors, pupils and staff) are dealt with appropriately.
- Ensure pupils arriving late or leaving early are accurately recorded.
- Report persistent lates, absences or truancy or obvious concerns that flag up during the day.
- Contact parents/carers by sending an SMS message via ParentMail regarding absences.
- Deal with attendance queries within school, liaising with other staff in school as required
- Liaise with relevant person school; SLT / Safeguarding / Pastoral with any concerns – direct appropriately.
- Liaise with parents/carers as to varying attendance / pastoral issues and direct appropriately to relevant member of staff.
- Support parents with general enquiries and providing information and advice where needed, e.g. How to apply for Free School Meals.
- Ensure correct fire and lockdown procedures and processes are followed during Fire Alarm / Lockdown.
- Ensure all visitors to the school sign in and wear appropriate ID badges in line with the school's safeguarding procedures.
- Responsibility for the Student Ambassadors – allocation of tasks, conduct, etc.
- Following GDPR and Data protection guidance – re. Confidentiality and non-sharing of staff / student information.
- Monitor Bromcom staff requests for support, directing SLT when/where needed
- Monitoring and management of school email.
- Receive, sort and distribute incoming post.
- Accurately frank and record outgoing mail.

ADMINISTRATIVE SUPPORT:

- Undertake clerical and administrative duties as required, for example, telephone calls on behalf of staff, telephone calls to parents.
- Enter attendance data from Voicemail and ParentMail to Bromcom/Registers
- Check registers throughout the day, chasing registers that have not been completed and reporting any concerns to SLT on duty
- Check CLM Attendance for pupils educated off-site and enter data into SIMS
- Speak to outside agencies, i.e. Welfare regarding LAC.
- Supporting pupil wellbeing – answering questions and providing support, as needed. Lesson checking, calls home, etc.
- Check Entry Sign software for pupils signing in late without a valid reason a set a breaktime detention for them via Class Charts
- Enter data into Bromcom regarding Music lessons, Exams, Teen Health, Leave of Absence requests, Medical appointment, sporting events, trips out, etc.
- Print out Fire registers
- Record and file medical letters.
- Record and file Leave of Absence Request Forms information.
- Support the sharing of good practice, helping colleagues to use Bromcom more effectively and disseminating information to support staff understanding, where needed.
- Training new staff on the Reception systems and procedures, when required.
- Making difficult calls to parents / carers, as requested by SLT.
- Calling out First Aid requests, and covering First Aid (if trained) when needed.
- Ringing parents who need to collect their child for illness / medical reason
- Managing calls and concerns from members of the local community, redirecting to other staff as appropriate.
- Dealing with contractors (previously intermittent but currently more frequent)
- Give out GCSE certificates to previous students

INDIVIDUAL NEEDS:

- Carry out other such administrative tasks and duties as required by the line manager and appropriate to the grading of the post.
- To oversee the general tidiness and condition of furniture and fabric, of equipment in the Reception and office area (reporting to the Site Team any issues of health and safety or damage requiring repairs)
- To carry out the duties placed on employees by the Health and Safety at Work Act 1974.
- To adhere to all policies relating to Health and Safety and the requirements of C.O.S.H.H - Control of Substances Hazardous to Health) (Amendment) Regulations 1991 and Equal Opportunities, as determined by the Governors of the school.
- Undertake training relevant to the role, or support the school more widely.

Please note that these responsibilities are indicative rather than exhaustive. This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Information about the Role

Person Specification

Criteria	Essential	Desirable	Method of Assessment
Education / Qualifications	Education to GCSE standard with a minimum of 5 passes at GCSE (A* - C including English and maths or equivalent qualifications).	Relevant advanced (Level 2) vocational qualifications (NVQ, BTec, 'A' Levels) Microsoft training or equivalent.	Application Form / Interview
Professional Skills / Knowledge		Experience of working with young people Experience of administration Experience of working in a school environment Ability to use computers, competent in using Microsoft Word, Excel and Power Point Some experience in Microsoft Excel, Bromcom, Class Charts, CPOMS, EduKey	Letter / Interview / References / Task
Personal Qualities	Problem solving and initiative. Ability to keep accurate record systems. Good oral and written communication and interpersonal skills. Ability to work as a team member with a collaborative and enthusiastic approach. Able to empathise with colleagues, pupils, visitors and external contacts but to be assertive, if necessary.	Dealing with parents and carers/members of the public. Evidence of commitment / or willingness to commit to professional development	Interview / References

Criteria	Essential	Desirable	Method of Assessment
	Excellent attendance and punctuality record Ability to work to deadlines Understand and uphold the school's policies and procedures Awareness of the need for confidentiality Evidence of a sense of humour, enthusiasm and commitment Ability to work under pressure		
Safeguarding	Demonstrates a clear commitment to safeguarding and promoting the welfare of children and young people Understands the importance of maintaining professional boundaries and acting in accordance with safeguarding policies and procedures Commitment to promoting equality, diversity, inclusion, and the wellbeing of all pupils Demonstrates values and behaviours consistent with creating a safe, respectful, and inclusive learning environment	Previous safeguarding or child protection training Knowledge of current statutory safeguarding guidance relevant to schools	Interview / References



HASTINGS
HIGH SCHOOL

Staff Wellbeing

We value you

We recognise that our staff are our greatest asset and are committed to fostering a positive, supportive, and inclusive working environment where colleagues feel valued, respected, and empowered to thrive.

We understand the importance of maintaining a healthy work-life balance and actively promote staff wellbeing through a culture of collaboration, open communication, and mutual support.

By prioritising the wellbeing of our staff, we aim to create an environment in which colleagues can flourish personally and professionally, enabling them to provide the very best outcomes for our pupils.

WELLBEING BENEFITS



Set times for communication outside of school



A supportive approach to compassionate leave requests



Strong sense of shared purpose



Commitment to professional development



Consider flexible working requests fairly



Opportunities for wider school contributions



CARES values promote our Hastings Family ethos



Dedicated Medical Welfare Officer and Mental Health First Aider



Staff room facilities



Staff social activities throughout the year



School House activities throughout the year



Buddy system



Access to our Employee Assistance Programme, including menopause support



A supportive Occupational Health process



A supportive approach to reintegration after long term sickness



Comprehensive induction programme



Free staff gym facilities



Trained and dedicated mediator on site

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