



Maclntyre Academies

Compassion - Ambition - Partnership

Candidate Pack Receptionist Quest Academy, Rugby



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Welcome

Dear Applicant

Thank you for your interest in the position of Receptionist. We are seeking a dedicated and professional Academy Receptionist to deliver a high-quality, confidential administrative and support service. This pivotal role is central to the smooth running of the Academy and contributes significantly to our inclusive and respectful culture. The successful candidate will embody and promote the Academy's values of respect, optimism, celebration, and mutual support, engaging positively with staff, students, parents, visitors, and the wider community.

MacIntyre Academies' mission is to become a leading Special Academy Trust that provides outstanding outcome-focused state education by promoting high aspirations, empowering parents as partners and successfully equipping every child for adult life.

Our aim is to provide our learners with an environment in which they can feel safe and happy and are supported to develop the skills they need to learn effectively and to make a positive and successful transition into adult life. We support each learners educational, social and emotional development as well as supporting their communication and sensory needs.

In addition, we also aim to create a happy and nurturing environment that has an ethos of warmth and understanding. We have a staff team that understand the needs of the young people and how they can support them to make the best progress. We work very closely with the families of our young people to ensure that they too feel supported, and that they are reassured that their child is safe and happy.

At the heart of what we do is a passion and dedication to supporting children and young people. Values, ethos and behaviours are as important as skills and experience; we want to hear from passionate people who value their contribution to a wider team in achieving our mission.

I look forward to reading your application and meeting you in person.

Best Wishes

L Thackaberry

Laura Thackaberry
Principal



Our Story So Far

MacIntyre Academies is a multi-academy special education trust for special schools and specialist alternative provision.

We are sponsored by the national charity MacIntyre and our school's benefit from 50 years experience of innovative approaches to supporting children with special educational needs and their families. Our philosophy is based on Macintyre's commitment to providing local personalised learning, support and care.

Our vision is for all young people to have confidence and belief in their potential, be ready for a successful adult life and connected where they live.

MacIntyre Academies Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Please see our Safeguarding page.

Putting children and families first

As our vision suggests, our pupils and their families are at the centre of everything that we do. To achieve this we use person centred approaches and place a high value on working in Partnership with Families.

We want all pupils to achieve their full potential and to develop in a way that makes sense to them. Each school has its own bespoke curriculum framework designed with holistic, flexible and ambitious opportunities. We work in collaboration with a wide range of partners including future destination providers for our young people.

We are proud of our Compassionate Curriculum which supports pupils to become more resilient, and fosters positive relationships between pupils and staff.

Our Sponsor MacIntyre's approach has informed and shaped our Core Values.

Our Strategic Objectives

- To grow the Academy Trust in a way that supports capacity building but ensures outcomes within existing academies are not compromised
- To create a culture of challenge, support and mutual benefit so that MAT academies are schools that children, families and employees are proud to be identified with and others want to join
- To build a leadership culture that promotes the sharing of skills and expertise across academies and encourages school leaders to work in partnership and support others in their journey
- To be transformational, set and expect high standards and provide challenge/ support to improve outcomes for children in all schools joining the Trust
- To provide exceptional and differentiated interventions that support all schools to raise aspirations of children and staff
- To provide outstanding governance and leadership that has high expectations and a rigorous process of scrutiny at every level
- To operate robust management systems and controls that support individual schools and promote efficient data analysis and sharing
- To use evidence based practice to continuously improve the offer, delivery and outcomes

Benefits

Our people are at the heart of our success

- A competitive salary
- Excellent local government pension scheme
- Family Friendly policies
- Wellbeing, Bereavement and Menopause policies
- Enhanced Sick Pay
- Wellbeing initiatives in your setting
- Full induction
- Training and development and the support of a trained line manager and dedicated senior leaders
- Access to further professional development
- Cycle to Work Scheme
- Annual MAT Life Day to take for that special occasion
- Annual Flu Jabs
- Free eye tests through Specsavers
- An Employee Assistance Programme to Support your health and wellbeing an access to various perks including discounts Tesco, Cineworld, Go Ape and many more
- Benefits for death in Service
- Long Service Recognition
- Recommend a Friend Scheme - £100 Voucher
- Trained Mental Health First Aiders
- Enhanced DBS Certificate (Paid for by MacIntyre Academies)
- Self service portal to facilitate leave and amend personal information
- We have an active employee engagement programme which includes Termly 'You are Awesome' awards, an annual Employee Big Thank you Day, Annual CPD Trust wide conference.
- Access to Blue Light Card/ Discounts for Teachers which offers thousands of amazing discounts online and on the high street for social care staff/ Teachers and support staff

Our Core Values

Our vision is for all young people to have confidence and belief in their potential, be ready for a successful adult life and connected where they live.

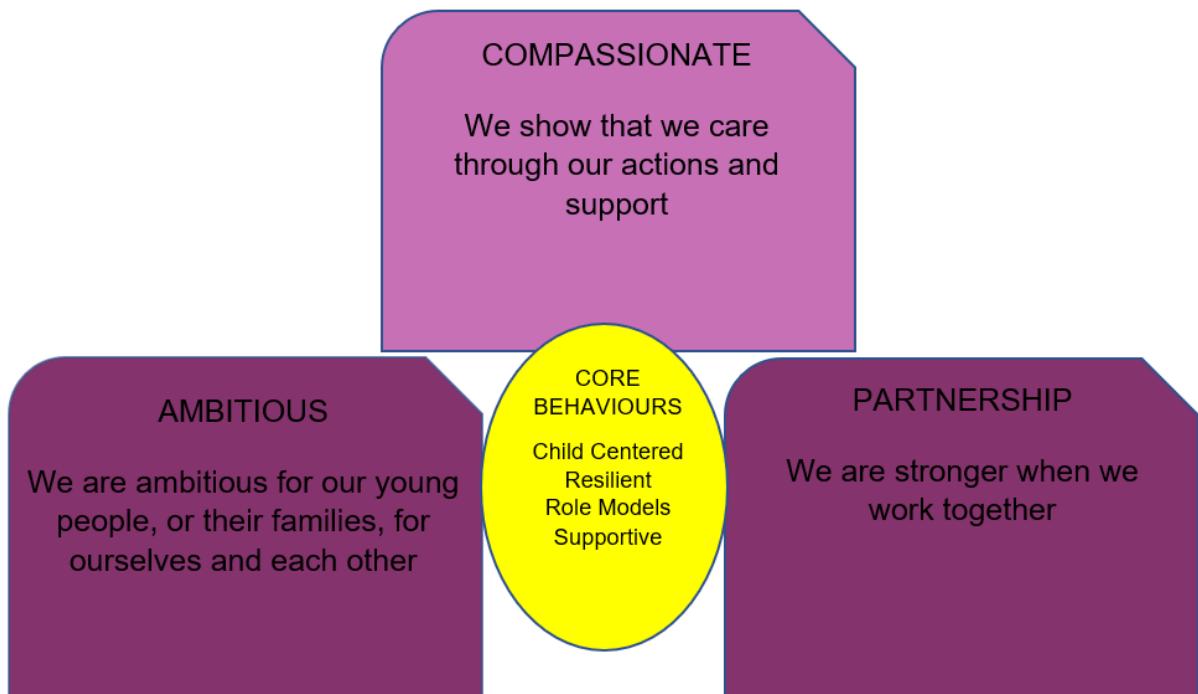
What is our DNA? Why is it important?

We don't just value what you do, but also how you do it. Our DNA defines who we are as individuals and as an organisation. It provides a defined way of working: how we do things around here, how we treat others and how we should expect to be treated.

Adhering to our DNA is also the key to delivering our vision, making MacIntyre Academies a great place to work and ensuring we provide high quality education and care to young people and their families.

What does the DNA mean for me?

Every colleague is expected to demonstrate behaviors which are consistent with our DNA. Whether you are applying for a job, you are a new employee or have been a colleague for many years, you will need to demonstrate our DNA in everything you do. This will be a key part in our recruitment, training and development and the appraisal processes.



Our Core Values



Our value: Compassion

- We are better together
- We will deliver success through teamwork and in
- partnership with families and other key stakeholders



Our value: Ambition

- We are ambitious for young people, for their families, for ourselves and each other
- We will set ambitious goals, seize every opportunity for young people to thrive and take personal accountability for everything we do.



Our value: Partnership

- By building safe, trusting, honest, kind and meaningful relationships
- We will focus on positives, create a safe environment and building trusting relationships to help young people overcome challenges day practices

Our Academies

Endeavour Academy, Oxfordshire

MacIntyre Academies' first school which opened in September 2014. They provide 32 places for children and young people (aged 8 to 19) with autism and learning difficulties who are in need of specialist education, care and support.



Discovery Academy, Nuneaton

Discovery Academy opened in September 2015 in Nuneaton, Warwickshire for children and young people, aged 9 – 19 years who have an Education, Health and Care Plan for autism or a social, emotional or mental health need.

Quest Academy, Rugby

Quest Academy is for children and young people, aged 7 – 19 years who have additional needs associated with an autistic spectrum condition (ASC) or social, emotional and mental health (SEMH) difficulties.



Venture Academy, Henley-in-Arden

Venture Academy is a specialist school for children and young people aged 9 -16 years with autism and/or a social, emotional or mental health diagnosis. The school has capacity for 50 students and is based in Henley-in-Arden, Warwickshire

Quest Academy

Welcome to Quest Academy!

At Quest Academy, we are dedicated to providing a nurturing and inclusive educational environment for learners with Autism Spectrum Conditions (ASC) and those with Social, Emotional and Mental Health (SEMH) difficulties. We cater for children between the ages of 7 and 19 (learners currently transition at 16).

With a commitment to understanding, acceptance, and individualised support, we strive to empower our learners to reach their full potential.

Our passionate team of educators, therapists, and support staff are here to ensure that every learner's unique needs are met. We believe that diversity is a strength, and we celebrate the individuality of each learner. Together, we create a community that fosters growth, learning, and a sense of belonging.

As we continue to grow and evolve, we are proud of the achievements of our learners and the positive impact they have on our school community. We are here to provide not only an exceptional education but also a caring and supportive network for our learners and their families.

We invite you to explore our website to learn more about our programmes, curriculum, and the incredible opportunities that await your child at Quest Academy. Feel free to reach out if you have any questions or would like to schedule a visit to experience our school firsthand.

We look forward to welcoming you into our community and working together to unlock the potential within each and every learner.

About Us

In September 2019, MacIntyre Academies Trust opened a new and exciting Academy in a purpose-built state of the art building in Rugby, Warwickshire for children and young people with social, emotional and mental health needs and/or autism, aged between 7 years and 17 years.

The academy has specialist facilities including a sensory room, therapy room, interactive immersive classroom, soft play room, recording studio and photography suite. We are very proud of our holistic curriculum which enables the pupils to benefit from blended therapy in the classroom. We have a café located at the front of the academy where parents can meet and the pupils can display the items they have made within the academy which will be available to purchase. We are passionate to support our pupils and families from the local community to ensure the best outcomes.

Whilst the new building was being constructed the academy was located in a modern academy building on the outskirts of Nuneaton and opened with 30 pupils in September 2017 rising to 55 pupils in September 2018 and currently 97.

MacIntyre Academies is sponsored by MacIntyre Charity, which over the last 50 years, has developed a strong reputation nationally, as a high quality, person centred organisation.

Safeguarding

MacIntyre Academies Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All positions will require an enhanced Disclosure and Barring Service check and registration with the DBS Update Service together with all other relevant recruitment checks including obtaining references. This post includes engaging in regulated activity relevant to children and is exempt from the Rehabilitation of Offenders Act, 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020. Further information about filtering offences can be found in the DBS filtering guide: DBS filtering guide - GOV.UK (www.gov.uk) It is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children. Referees will be asked to assess suitability of candidates to work with vulnerable adults, children or young people and will be verbally verified. Individual Safeguarding Policies for our Academies can be found on our website under 'Essential Information' and candidates will be asked about this as part of the recruitment process.

In line with the update to KSCIE 2022 MacIntyre Academies will carry out an online search of the candidate once the shortlisting process has been completed as part of their due diligence. This may involve a google search of the candidate's name, looking at the top three search results over the past three years. If any incidents or issues are identified that are publicly available online this will be explored with the candidate at interview stage.



Advert

Reference No(s): QA RECEP 012026

Salary: B19 – B21; FTE £25,391.46 - £25,761.99; Actual £21,718.33 - £22,035.26

Hours: Full Time; 38 hours per week;

Monday 08:00 – 16:30

Tuesday - Friday – 08:00 – 16:00

Location: Quest Academy, Rugby

Closing Date: 20th February 2026

Interviews: 3rd March 2026

Contract Type: Full Time; Permanent; Term Time

Be part of a team that is passionate and committed to making a positive difference to the lives of the pupils and their families; in an innovative academy in Rugby, for children and young people with autism and/or social, emotional and mental health needs.

At Quest Academy, we are dedicated to providing a nurturing and inclusive educational environment for learners with Autism Spectrum Conditions (ASC) and those with Social, Emotional and Mental Health (SEMH) difficulties. We cater for children between the ages of 7 and 19 (learners currently transition at 16).

With are committed to working together, nurturing individuals, celebrating uniqueness, unlocking potential, friendships and memories. **Ready for Adulthood!**

Our mission is to create a supportive and inclusive school community where every individual, regardless of their unique abilities and needs, is encouraged to embrace their true self and is empowered to become the best version of themselves. We are committed to providing a safe, supportive, and nurturing environment that prioritises the well-being of each learner, tailored to their strengths and challenges. This commitment extends to parents, carers, staff, and all who visit. By fostering an atmosphere of support, collaboration, and well-being, we aim to enable learners to reach their fullest potential and grow into confident, compassionate, and positive members of society.

Quest is a place where everyone belongs—a space where learners are nurtured, empowered, and protected, both physically and emotionally. It is a place where each learner's true self is embraced, allowing authenticity to flourish. In this supportive environment, creativity is inspired, and resilience is cultivated, enabling every student to grow, learn, and thrive.

The Principal wishes to appoint a dedicated and professional Academy Receptionist to deliver a high-quality, confidential administrative and support service. This pivotal role is central to the smooth running of the Academy and contributes significantly to our inclusive and respectful culture. The successful candidate will embody and promote the Academy's values of respect, optimism, celebration, and mutual support, engaging positively with staff, students, parents, visitors, and the wider community.

Quest Academy is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. The post is subject to Enhanced Disclosure and Barring Service check.

The Principal encourages candidates to visit Quest Academy.

School visits can be arranged via email to laura.thackaberry@macintyreacademies.org

Advert

The ideal candidate will have a solid educational background and either a relevant administrative qualification or equivalent experience. They should demonstrate strong written and verbal communication skills, proficiency in Microsoft Office applications and databases, and the ability to communicate clearly across various formats. Excellent organisational skills and the capacity to prioritise tasks effectively are essential. Experience working in a school or child-focused environment is desirable, along with the ability to thrive in a busy, dynamic setting.

Our young people have diverse and complex needs and supporting them may include assisting with aspects of personal care. We are committed to ensuring this support is provided with dignity, sensitivity and respect, and applicants should feel comfortable undertaking personal care as part of their role.

About You

The ideal candidate will possess a strong educational background with relevant administrative qualifications or equivalent experience. They should have excellent communication skills, both written and verbal, and be proficient in Microsoft Office and database systems. Strong organisational abilities, effective task prioritisation, and experience in school or child-focused environments are highly valued, along with the capability to perform well in a fast-paced setting.

Some learners communicate how they are feeling through their behaviour and at times that may be unsafe behaviour. It is part of our shared responsibility to teach our learners how to communicate safely and effectively. At times they may need our support to keep themselves and others safe and we provide training to ensure all staff are able to do this. For these reasons, this role requires someone who is able to manage these, at times, high physical demands effectively. MacIntyre Academies will, where possible, look to make reasonable adjustments to comply with the Equality Act 2010 and fully assess risks.



Job Description

Reporting to
Office Manager

Purpose:

To provide a comprehensive and confidential administrative and support service to the Academy. The Academy Administrator sits at the heart of the Academy and will be a key contributor to our culture of respect, optimism, celebration and mutual support which promotes equality within, and values the diversity of, the Academy community. The post holder will be expected to promote the vision and values of the Academy with all stakeholders including parents, visitors and the local and wider community.

Key Responsibilities and Duties:

- To be based on reception meeting and greeting visitors/families, accepting deliveries and answering the main school telephone.
- To provide comprehensive support as required including diary management, written and verbal communication with parents, social workers, external support staff. Maintenance of documentation required to comply with Ofsted standards.
- To maintain accurate and confidential files for the learners within the School, in line with MacIntyre Academies' and Ofsted procedures.
- To ensure that all communications and correspondence are dealt with in an efficient and effective manner.
- To oversee the receiving and recording of incoming and outgoing mail and deliveries and goods in/out, using PSF.
- To construct, support and update databases using MS Word, MS Excel, MS PowerPoint and the school's management information systems as required.
- To provide administrative support, as directed by the School Business Manager and Office Manager, to the Academy Principal, and other members of Senior Leadership Team.
- To ensure the efficient and effective use of information technology systems, notably Microsoft Word, Microsoft Excel, Microsoft PowerPoint and use of Email.
- To ensure good communication and information systems within the School and with external agencies and MacIntyre Academies Trust.
- To participate in team meetings.
- To attend compulsory training and induction and identify your own specific training and development needs.
- To be available for and make productive use of professional supervision and annual appraisals.

Additional Duties:

- To safeguard and promote the welfare of all children and young people in the school by being familiar with and aware of the School's Safeguarding and protection issues, procedures and guidelines and to adhere to them at all times.
- To bring to the attention of a senior colleague any matter of concern over the wellbeing, safety or safeguarding of a person we support.
- To be aware of your responsibilities in accordance with the current Health and Safety at Work Act.
- To be aware of your responsibilities in accordance with the General Data Protection Regulations (GDPR) and be familiar with the content of the MAT Data Protection Policy, Acceptable use of ICT Policy, Password Policy and any other associated policies and procedures.

Person Specification

	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
Education, knowledge and experience	<ul style="list-style-type: none"> • Good standard of education. • A relevant administrative qualification or equivalent experience. • Demonstrative written and verbal communication skills. • Knowledge of Outlook, MS Excel, MS Word and general MS databases • Ability to give clear written and verbal communications in a variety of methods. • Excellent organisational skills and ability to set priorities. • Experience of working in a school and/ or Children's environment. • Ability to work in a busy environment. 	<ul style="list-style-type: none"> • Knowledge of Ofsted standards. • Knowledge of processes with Academies and Children's Homes
Personal Attributes	<p><i>The Candidate must be able to demonstrate:</i></p> <ul style="list-style-type: none"> • A belief that people with learning disabilities have the right to participate in making decisions about the services they receive and to access learning opportunities and wider experiences. • A commitment to supporting high service delivery. • A commitment to the implementation of MacIntyre Academies Equal Opportunities Policy. • Excellent communication skills at all levels, including good telephone manner and ability to converse with stakeholders and other outside professionals • Ability to maintain a flexible approach. 	

Person Specification

Respecting and Understanding Others	<ul style="list-style-type: none"> Reacts sensitively to other people and recognises different viewpoints, beliefs, values and opinions. Treats children and young people we support and colleagues with respect, dignity, honesty and equality. Adapts their working style and level of support to an individual's needs or wishes. Work cooperatively with colleagues and assist when they need support. Value the different contributions that people can make within a team.
Influential Communication	<ul style="list-style-type: none"> Ensures Great Interactions are achieved by using a variety of communication techniques including language, tone and non-verbal behaviour. Listens actively and display enthusiasm in their communication. Uses and presents information in a manner which is persuasive, logical and understandable to the receiver.
Facilitating Success and Improvement in Others	<ul style="list-style-type: none"> Use encouragement, praise and appropriate direction as necessary. Support, motivate and inspire others to try new tasks or activities. Seek assistance appropriately and receive feedback from others.
Supporting Learning and Teaching or Care in an Educational Setting (for those in an operational role)	<ul style="list-style-type: none"> Is ambitious, has consistent and high expectations of staff and pupils Demonstrates personal enthusiasm for and commitment to the learning process Demonstrates the principles and practice of effective learning and teaching Initiates and supports research and debate about effective learning and teaching Provides appropriate support intervention based upon a detailed knowledge of individual pupils
Problem Solving and Decision Making	<ul style="list-style-type: none"> Is able to collect, interpret and evaluate information Can develop a deep understanding of a problems, exploring alternative ways of resolving problems including new possibilities. Makes timely and well considered decisions, is aware the impact their decisions may have and willing to make difficult but necessary decisions to improve the practice.
Resilience to Change and Challenges	<ul style="list-style-type: none"> Is open to change and embracing new developments / initiatives Adapts well in new and unfamiliar situations responding to changing plans quickly Works independently without direction Is resilient and copes well in emergency situations.
Personal Development	<ul style="list-style-type: none"> Is committed to achieving high standards for their own self-development Is able to reflect on self-development needs and address them. Meets agreed development action plans as agreed with line manager. Achieves positive feedback from peers, senior colleagues and external stakeholders.

How To Apply

Come join us!

Please visit:

<https://careers.macintyreacademies.org/vacancies/>

Or contact:

hr@macintyreacademies.org



macintyreacademies.org
endeavour-academy.org
thediscoveryacademy.org
thequestacademy.org
ventureacademy.org.uk



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