



Applicant Information Pack

Job Purpose – Receptionist

We are seeking to appoint a resilient, professional and highly organised **Receptionist** to be the welcoming face of our alternative provision school. As the first point of contact for students, staff, parents and visitors, the role plays a vital part in creating a positive and supportive environment while ensuring the smooth day-to-day running of our busy reception area.

This is an excellent opportunity for someone with strong communication skills, attention to detail, and a genuine passion for working in an alternative provision setting to make a meaningful contribution to our school community.

This is a permanent, full-time position, working 8am-4pm on a term time only basis (39 weeks per year), starting 1st September 2026.

Our perfect candidate will:

- Be positive, professional, enthusiastic, resilient, friendly and hard working
- Be able to build relationships and engage with challenging and vulnerable students
- Contribute to our vision and values

Together we form a friendly and dedicated community. We pride ourselves on being a welcoming team that provide an inclusive and supportive environment for our students and staff alike. All staff take an active role in supporting our students whilst onsite and developing relationships and support networks.

We welcome visits to the school before making an application. If you would like to arrange a visit, please contact Georgia Foster on 0121 675 8989 or info@reachschool.co.uk.

How to Apply: Completed application forms should be emailed to info@reachschool.co.uk by the deadline. Late applications will not be accepted.

Deadline for applications: 9am on Wednesday 8th July 2026

Provisional Date for Interviews: Monday 13th July 2026

About Us

At REACH School, in the heart of the Kings Heath community since 2013, we create a safe, supportive environment where young people rediscover confidence in learning.

We believe every student should leave us knowing who they are, understanding their strengths, and believing in their future. Through meaningful experiences, strong relationships and ambitious learning, we develop the character, resilience and skills needed for adulthood.

Our students arrive with a wide range of experiences and challenges, and every young person at REACH is at risk of permanent exclusion. Many have experienced significant disruption to their education, including disengagement from mainstream school, social and emotional difficulties, and, on average, have attended four secondary schools before joining us. Our role is to provide stability and belonging, rebuild confidence and re-engage them in learning so they can move forward successfully in life.

REACH School's curriculum is deliberately designed to break this cycle. We welcome students in Years 9, 10 and 11, and through a blend of academic, vocational and experiential learning, alongside Life Skills, Pathways and Active Citizenship, we equip our students with the tools to succeed beyond school. This is underpinned by the Skills Builder essential skills, ensuring students leave not only with qualifications, but with the confidence, resilience and character needed for adulthood.

We are proud of the kindness, calm and genuine care shown by our staff, who build strong, trusting relationships. Our practice is rooted in TIASS, with trauma-informed and attachment-aware approaches shaping everything we do, alongside a commitment to the UNICEF Rights of the Child so that every young person feels safe, valued, respected and heard.

Our students leave REACH ready to take their next steps into education, employment and the wider world, with courage, purpose and pride in who they are becoming.

Job Description

Post Title: Receptionist
Salary/Grade: Grade 2 SCP 3 to 8 FTE £24,796 - £26,824 (Actual £22,068 - £23,873)
Contract Type: Full-Time, 5 days per week, Term Time Only
Part-Time applications of 4 days per week will be considered
Contract Term: Permanent
Contract Start Date: September 2026

Core Purpose:

- To provide an effective and efficient reception and administrative service for the school.

Duties and Responsibilities:

Main Duties

- Responsibility for ensuring the main reception area is presentable, welcoming, and tidy.
- Dealing with routine enquiries, providing general information about the school and its activities – in person, by phone and email.
- Act as first point of contact for all visitors, greeting all visitors professionally and ensuring that safeguarding and security of the school is maintained.
- Ensuring all visitors are signed in correctly and follow strict safeguarding procedures.
- Responsible for adding all agency staff to the Single Central Record (SCR) and undertaking a weekly check of visitor records to identify and add relevant visitors to the SCR.
- Receive and redirect telephone calls to relevant personnel and solve various problems.
- Provide routine clerical support, e.g. photocopying, filing, emailing and completing routine forms.
- Maintain accurate student records using Arbor (training will be provided).
- Provide administrative and organisational support to key staff.
- Prepare, sort and distribute mail – ensuring all post is stamped/franked correctly.
- Receive, sign and log deliveries and ensure parcels are delivered to the appropriate person promptly and ensure relevant paperwork is forwarded to the relevant person.
- Assist with general clerical duties.
- Ensure reception stationery stock is maintained, including raising purchase orders.
- To co-ordinate and order refreshments, as required, for meetings, events, training, breakfast club and student lunches.
- Purchase travel cards for eligible students and maintain Swift card records.
- Responsibility for the morning and afternoon process of collecting student phones and personal items.
- To ensure that students who arrive late to school are processed on arrival.
- To complete the correct process for students who have appointments and are required to leave school before the end of the day and to sign them out accordingly.
- Provide administrative support for the in-year admission applications and processes.
- To administer First Aid as necessary; dealing with enquiries relating to injured students, liaising with the emergency services and parents/carers, and maintaining medical records, including incident forms and the accident book.
- To ensure first aid kits around the site are appropriately stocked including trip kits.
- To carry out exam invigilation, as required.
- To carry out a Fire Warden role, including updating staff checklists, checking presence of staff and visitors at the time of evacuation, liaison with the Site Manager and emergency services.
- Responsibility for ensuring the ground floor kitchen is tidy.
- Carry out breakfast, break and lunch time duties as assigned.

Other responsibilities:

- Take personal responsibility for promoting and safeguarding the welfare of children and young people he/she is responsible for or comes into contact with.
- Undertake and participate in relevant CPD and appraisal arrangements.
- Follow all organisational systems, policies and procedures.
- Support and promote diversity and equality of opportunity for all.
- Develop and maintain positive and effective working relationships with pupils and colleagues.
- Attendance at appropriate staff meetings and parents' evenings.

- Follow data protection procedures and treat with confidentiality any personal, private or sensitive information about individual students, staff and/or associated organisations.
- Promote and support inclusive practice.
- Promote the agreed vision and aims of the school.
- To perform other duties where/when deemed appropriate by your headteacher.¹

Person Specification

Post Title: Receptionist GR2

Qualifications & Experience	Essential Desirable	E/ D
<ul style="list-style-type: none"> • GCSEs or equivalent (NVQ level 2) passes (Grade 4 or above/Grade C or above) 		E
Experience		
<ul style="list-style-type: none"> • Experience of working in a school/college or similar environment. 		D
<ul style="list-style-type: none"> • Experience of greeting visitors/guests and making them feel welcome. 		D
<ul style="list-style-type: none"> • Experience of working with young people with challenging behaviour. 		D
Skills and Abilities		
<ul style="list-style-type: none"> • Organisational and administrative skills, including competency with common IT systems, e.g. Microsoft 365. 		E
<ul style="list-style-type: none"> • An ability to engage with young people. 		E
<ul style="list-style-type: none"> • Excellent communication and interpersonal skills and an ability to relate to people at all levels. 		E
<ul style="list-style-type: none"> • Ability to organise work, prioritise tasks, make decisions and manage time effectively to deliver school priorities. 		E
<ul style="list-style-type: none"> • Ability to stay calm under pressure. 		E
<ul style="list-style-type: none"> • Ability to work constructively as part of a team, understanding school roles and responsibilities including own. 		E
<ul style="list-style-type: none"> • Ability to handle confidential information sensitively, and knowledge or relevant data protection practices. 		E
<ul style="list-style-type: none"> • Awareness and understanding of special educational needs and disability. 		D
<ul style="list-style-type: none"> • First Aid Trained 		D
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Other Attributes		
<ul style="list-style-type: none"> • A commitment to getting the best outcomes for all pupils and promoting the ethos and values of the school. 		E
<ul style="list-style-type: none"> • Resilient, positive, forward-looking and enthusiastic about making a difference to young people. 		E
<ul style="list-style-type: none"> • Commitment to the safeguarding of children and young people. 		E
<ul style="list-style-type: none"> • Good judgement. 		E
<ul style="list-style-type: none"> • Evidence of contributing to the wider life of a school 		E
<ul style="list-style-type: none"> • Ambitious and committed to own professional development 		E

¹ While every effort has been made to explain the main duties and responsibilities of the post, each individual task is not identified. Employees will be expected to comply with all reasonable requests from the Headteacher and/or Line Manager to undertake work of a similar level that is not specified in their job description.

Safer Recruitment

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We expect all applicants to read our Safeguarding and Child Protection Policy, which outlines our commitment to the safety and wellbeing of young people.

The successful candidate will be subject to all necessary pre-employment checks, including: enhanced DBS, prohibition check (where applicable); qualifications (where applicable) medical fitness, identity and right to work.

All applicants will be required to provide two suitable references. References will be requested for shortlisted applicants prior to interview.

An online search will also be carried out as part of due diligence on all short-listed candidates.

This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2000. Which means that when applying for certain jobs and activities certain spent convictions and cautions are 'protected', so they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account.

Further information about filtering offences can be found in the DBS filtering guide.

This post is covered by Part 7 of the Immigration Act (2016). Therefore, the ability to speak fluent and spoken English is an essential requirement for this role.