St Wilfrid's
Church of England Academy



Salary: NJC pay scale: NJC5 – NJC9, £26,427-£28,153 pro rata. Actual Salary- £23,595 - £25,136.
Contract: Full time, 37.5 hours per week, term time plus 2 weeks
Closing Date: Monday 30th November 2026

RECEPTIONIST

WELCOME

DOMINE DIRIGE NOS

I am delighted that you have expressed an interest in working at St Wilfrid's Church of England Academy.

We are looking to appoint a motivated and highly organised Receptionist to become the face of the academy and to run our established main academy Reception. The successful candidate will play an important role in supporting the Academy's daily operations, delivering excellent administrative support and maintaining positive relationships with pupils, parents, staff and visitors.

If you were to be successful in your application, you would be joining an Academy which strives for excellence. We benefit from purpose-built accommodation with excellent facilities. All in all, it is a wonderful place to work, learn and worship. Our vision is 'Lord Direct us to **Live** Life to the Full', rooted in John 10:10. Whilst **L**earning, we are **I**nspired and develop our **V**alues through **E**xperiences as each member flourishes. We aim to raise aspirations, realise potential and develop well-rounded successful staff and young people.

The Academy is committed to safeguarding the welfare of its students and the successful applicant will be subject to an enhanced Disclosure and Barring Service certificate check, checks of the relevant barred/prohibition lists and also a right to work check.

If you believe that you can make a difference and improve the self-esteem, independence, and confidence of some of our more vulnerable learners then I would warmly welcome your application.

Please submit the Support Staff application form, which can be downloaded from the Academy website along with a letter of application of not more than two A4 sides, detailing how your experiences to date qualify you for the post. These should be sent to Mrs K Nightingale, PA to the Principal, via knightingale@saintwilfrids.com.

The closing date for the receipt of applications is 9am on Monday 30th November 2026.

I look forward to receiving your application.

Yours faithfully,

Mrs V Michael
Principal



ABOUT THE ACADEMY

St Wilfrid's Church of England Academy provides a faith-led education for 11 to 18 year olds serving the Borough of Blackburn with Darwen and parts of Pennine Lancashire. We seek to provide an excellent education based upon a strong Christian foundation, as we develop all who work, learn and serve in our community. Our Academy is exceptionally diverse and inclusive. Our students and staff, whilst united by the Christian ethos of the school, have a wide variety of backgrounds and beliefs.

We benefit from extensive purpose-built accommodation with excellent facilities. The Academy was rebuilt on this site in 2003 and benefits from modern, spacious accommodation. The new Thrive unit for pupils with SEMH opened in September 2023.

As an Academy, we seek to embrace research driven pedagogy whilst maintaining a balance with traditional practice to bring about excellent examination success. All students have an electronic device for independent learning and we have an iSpace room for immersive learning. Visitors to St Wilfrid's comment on the calm and purposeful environment, the friendly nature of our students and the welcoming nature of our staff.

We enjoy strong links with local churches, Primary Schools and Blackburn Cathedral where we gather for eucharist each term, and our traditional Nine Lessons and Carols service at Christmas.

Overall, St Wilfrid's Church of England Academy is a wonderful community, and a place committed to the growth and development of its staff and pupils.

Scan to watch a video of staff sharing why they love working at St Wilfrid's.







OUR VISION

Lord direct us to *live* life to the full

Our vision statement for the Academy derives from two places:

1) Our motto '*Domine Dirige Nos*', which translates to '*Lord Direct Us*'; and
2) A verse from the 10th chapter of the gospel of John, which reads:
"The thief comes only to steal and kill and destroy; I have come that they may have life, and have it to the full."

We believe that this life should be lived out to the full, through direction and guidance from the Lord. Our hope is that the daily experiences within the Academy enables students to develop holistically; growing in character and valuing all others.

l	i	v	e
learn	inspire	value	experience

Students will ***learn*** values through academic study and everyday interactions. They will be ***inspired*** by the spiritual and enriching out-of-lesson experiences, and in turn, inspire hope in others. Students will become stronger, well-rounded and content individuals who ***value*** themselves and others. They will be given opportunities to develop and ***experience*** a fully-inclusive environment.

Learn more about our christian ethos, vision and values here



JOB DESCRIPTION

PURPOSE

To provide a professional, efficient and welcoming customer service experience for all visitors to St Wilfrid's Church of England Academy. To provide effective and timely communication face-to-face, over the telephone and by written correspondence. To ensure staff and students are kept safe by following appropriate safeguarding guidelines. Working hours for this role are 8:00 AM to 4:00 PM. However, flexibility is required as extended hours may be necessary based on workload and scheduled evening events.

RESPONSIBILITIES

Welcoming all visitors to the Academy, undertaking appropriate safeguarding checks and issuing relevant identification and guidelines and maintaining accurate records.

Administer signing in and out records including compiling records for fire procedures.

Maintaining a welcoming and efficient reception area and ensuring all notices and literature is current.

Being aware of all relevant school activities and current staff to ensure enquiries are dealt with efficiently and directed to the correct staff i.e. parents' evening dates, educational visits, extra-curricular activities, detentions.

Co-ordinating the arrival of visitors to the Academy, including groups for events and ensuring appropriate staff are advised.

Provide a welcoming, efficient, responsive and helpful service when answering telephone calls. Ensuring calls / messages are forwarded accurately and in a timely manner.

Ensuring the voicemail system is working effectively and reporting any faults to the IT team.

Retrieving and replying to voicemail messages in a time efficient manner.

Respond promptly to radio calls for reception.

Supporting whole school administration as required.

To liaise with emergency services as and when required, communicating clearly access arrangements and the location of the casualty.

Undertaking general administrative duties supporting the office manage as required.

Be responsible for student behaviour and welfare in public places during break, lunch, change of lesson, beginning and end of school day as directed.

Act as a drop off point for parents and students to leave items including sports bags, kit, clothing etc. Respond to requests for assistance with lost property items.

Accepting and recording all deliveries/parcels made through reception and organising distribution.

Distributing all incoming mail/post to members of staff and/or place in relevant staff pigeon holes.

Answering and monitoring all security gates via the control panel including visitors, parents, contractors and students - providing access to the academy both incoming and outgoing.

Manage one's own workload and that of others to allow an appropriate work life balance.

Recording of confiscated mobile phones and issuing sanctions.

Be aware of and comply with policies relating to Child Protection, Health and Safety, Confidentiality and Data Protection, reporting all concerns to the appropriate, nominated person.

Attend and actively participate in meetings as required.

Assist with the supervision of pupils out of lesson time when required, supporting the effective management of behaviour of students as a professional member of staff.

Carry out lunch duties, supervising students who are out of lesson.

Foster positive, professional relationships with staff and students.

Contribute to the overall work and ethos of the Academy.

Present oneself in a professional manner.

Contribute to the wider life of the Academy e.g. House System.

Actively promote the Academy in the Community.

Actively support and promote the Christian ethos of the Academy.

Undertake any other duties and responsibilities as required that are covered by the general scope of the post and any other reasonable duties at the request of the Principal.

Employees will be expected to undertake any other duties and responsibilities as required that are covered by the general scope of the post and any other reasonable duties at the request of the Principal.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but, in consultation with you, may be changed by the Principal.

REWARDS AND BENEFITS

- NJC pay scale: NJC5 – NJC9, £26,427-£28,153 pro rata. Actual Salary- £23,595 - £25,136.
- Term time only work.
- Local Government pension scheme.
-Cycle to work scheme.
- Access to Employee Assistance programme offering free confidential support on a range of issues such as work, wellbeing, money, health and legal advice.
- Excellent opportunities for continuous professional development and support to develop your career.

SAFEGUARDING

St Wilfrid's C of E Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
QUALIFICATIONS	
• 5 good GCSEs (or equivalent) including English and Mathematics at grade 4 (C) +	• Business administration qualification (e.g. NVQ, RSA) • IT qualification
EXPERIENCE	
• Have experience of working under pressure to deadlines • Be able to evidence experience of working effectively within a team • Be competent in working with technology • Experience of working in a busy office or reception environment • Experience of using Microsoft Office packages (Word, Excel, Outlook) • Customer service experience.	• Have experience of administrative work • Have experience of working with young people • Have experience in a customer facing role • Experience of working in a school office • Experience of using a school MIS (e.g. SIMS, Arbor, Bromcom)
SKILLS AND ABILITIES	
• Be able to relate to young people • Be able to work as part of a team • Be able to supervise and assist students • Have good communication skills • Have good numeracy and literacy skills • Have a flexible attitude to work • Have a commitment to professional development	• Have good organisational skills • Have a First Aid certificate or be willing to gain this within an agreed time frame • Have administrative skills • Have good time management skills • Have a working knowledge of relevant policies, procedures, codes of practice and an awareness or relevant legislation e.g. Safeguarding
PERSONAL QUALITIES	
• Have energy, ambition and enthusiasm • Have polite, professional presentation and communication skills • Have a commitment to an inclusive ethos with the belief that every students counts • Be committed to making a difference with a positive 'can do' outlook • Be adaptable and resilient • Have the ability to remain calm and positive under pressure • Be honest, showing integrity • Be able to maintain confidentiality • Be able to lead by example and demonstrate professional values, securing the ethos of the Academy • Committed to the safeguarding of children and young people.	

HOW TO APPLY

CLOSING DATE: 9AM MONDAY 30TH NOVEMBER 2026

Please submit the Support Staff application form, which can be downloaded from the Academy website, along with a letter of application of not more than two A4 sides, detailing how your experiences to date qualify you for the post. These should be sent to Mrs Nightingale via **knightingale@saintwilfrids.com**.

We look forward to receiving your application.

