



Sir John Thursby Community College



Candidate Information Pack
School Business Support Officer 2 /
Receptionist

Welcome from the Headteacher

Dear applicant,

I am delighted to welcome you to our thriving and popular school. We are incredibly proud of our students, community, staff and curriculum and we are excited by this appointment. As Headteacher, I am looking to further strengthen our already well established and effective team who secured an extremely positive inspection in April 2023 and continue to show real ambition for the needs of our students and their families.

Our school is characterised by the way we treat our people and through our core values of Ambition, Respect and Belonging. We believe that all members of our school community should be known, valued and loved and we expect all to share this commitment. We are committed to the professional development of our staff, high standards and ambition for our students alongside respect and kindness for all in our SJT family. We are looking for someone who is able to live out these values.

At SJT we value our staff and have worked hard enable all staff to have a good work-life balance in a supportive working environment. In our last staff survey over 97% of staff were both happy working at SJT and proud to be part of the team. We are committed to supporting well-being and development of all our colleagues. We would welcome discussions about flexibility around the advertised role and would be keen to make achievable adjustments for the right candidate.

We encourage visits to our thriving school at your convenience and I would be delighted to welcome you and show you around. Please contact Susan Rigg (s.rigg@sirjohnthursby.lancs.sch.uk) to arrange a convenient appointment.

I am excited about the scope of this post. If you like what you have read, and you feel you align with our values, we look forward to hearing about what you can bring to SJT on our journey to excellence.

Matt Renshaw
Headteacher

Sir John Thursby Community College
Eastern Avenue, Burnley, BB10 2AT
Tel: 01282 682313
Email:
recruitment@sirjohnthursby.lancs.sch.uk
Website: www.sirjohnthursby.lancs.sch.uk
Headteacher: Mr M Renshaw

School Business Support Officer 2/Receptionist

30 hours per week (9:30–16:00 Mon-Fri) TTO + 1 week

Grade 4 Pt 4-6 Actual Salary £17,171 - £17,719pa

To start: 1st September 2025

“We are characterised by how we treat our people”

We are incredibly proud of our ambitious, curriculum focused, research-driven school. Our vision is built around the principles of ambition, respect and belonging and we have a strong commitment to the development of our staff as outstanding professionals.

As a result of internal progressions, we are seeking a proactive and enthusiastic Business Support Officer to support our administrative functions and contribute to the smooth running of our school. The role will include routine administrative tasks, undertaking reception duties and liaising with students, staff and parents.

You will have excellent communication and IT skills, with the ability to adapt to the demands of working in a busy and vibrant school office.

This is a great opportunity for the right candidate to contribute to our work and benefit from an excellent environment, where all staff are encouraged to progress their careers with us. We have great facilities ensuring that our students and staff have the best learning environment in which to achieve. SJT is a very positive community, with our recent staff survey showing that over 95% of our staff enjoy coming to work and are proud to be part of our school.

The successful candidate will fully embrace our ethos of Ambition, Respect and Belonging whilst bringing fresh ideas that will build on current strengths and achievement. A core pillar of our “belonging” ethos is that all in our community are known, valued and loved. We want all staff to share this commitment.

For an application pack please:

- download from the college website: www.sirjohnthursby.lancs.sch.uk
- or telephone 01282 682313
- or email recruitment@sirjohnthursby.lancs.sch.uk

Send your completed Application form (only the version attached) stating which post you wish to apply for to: recruitment@sirjohnthursby.lancs.sch.uk



Closing date: 9am Tuesday 10th June 2025

Shortlisting: Wednesday 11th June 2025

Interviews: Wednesday 18th June 2025

The college is committed to safeguarding and promoting the welfare of children and expects staff and volunteers to share this commitment. You will be required to undertake an enhanced DBS disclosure and other recruitment checks. Please note that in line with Keeping Children Safe in Education 2024 an online search will be carried out as part of our due diligence on shortlisted candidates.

Lancashire County Council

Role Profile - Operational Context Form

| | | | | | |
|---|-------------------|------------------------------------|--------------------------------------|----------------------------|-----|
| Post title: School Business Support Officer 2 / Receptionist | | | | | |
| Directorate: CYP Schools | | | Location: | n/a | |
| Establishment or team: | | Sir John Thursby Community College | | Post number: | n/a |
| Grade: | Grade 4 Pt 4-6 | Line Manager: | Asst School Business Manager - Admin | Essential Car user: | No |

Scope of Work – appropriate for this post:

Under supervision maintain, update and extract information from systems and databases and provide general administrative/clerical/financial support for the school. This could include producing financial and management information and/or the provision of general advice and guidance to pupils, parents and staff or call for the use of higher level text processing/spreadsheet/IT skills or audio typing that involves the use of a range of software packages.

Accountabilities/Responsibilities – appropriate for this post may include:

1. Provide general clerical and administrative support, including word processing, minute taking, filing routine correspondence, electronic mail correspondence, distributing incoming mail, processing and recording outgoing mail, photocopying etc.
2. Maintaining and updating manual and computerised records including, for example, visitor diary, keys, stationery, uniform, postage, staff access badges, school trips, registers etc.
3. Undertake reception duties including answering telephone and responding to routine queries, including, where appropriate, dealing with visitors on behalf of Headteacher.
4. Maintain the reception area to ensure a professional and positive atmosphere, ensuring noticeboards and visitor information is kept up to date.
5. Awareness and understanding of school safeguarding procedures, checking, verifying and recording DBS status of all visitors, raising queries and concerns with Single Central Record administrator and Designated Safeguarding Lead when appropriate.
6. Maintaining stock and ordering supplies of routine stationary items and uniform including the distribution and storage of stock.
7. General welfare support, where required, including liaison with students, parents and staff.
8. Liaising with Facilities Management company regarding urgent premises matters.
9. Routine Fire Warden duties as part of a larger team and in line with the school's fire strategy

General

1. Allocation of work and demonstration of duties to lower graded administrative/clerical support as necessary.
2. To work within school policies and procedures.
3. To contribute to the provision of an effective environment for learning.
4. To support the promotion of positive relationships with parents and outside agencies.
5. To attend skill training and participate in personal/performance development as required.
6. To take care for their own and other people's health and safety.
7. To be aware of the confidential nature of issues.

Additional supporting information – specific to this post.
Indicative knowledge, skills and experience

- General experience of working in a customer facing role.

Prepared by:

T Collinge

Date

May 2025

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. PLEASE NOTE that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Attendance

Good attendance enhances the service delivered by schools, minimises staffing difficulties and ensures best value to the school. It is essential that applicants for positions in this school can evidence a previous satisfactory attendance record/commitment to sustaining regular attendance at work.

Lancashire County Council

| Person Specification Form | | |
|---|--|--|
| Post title: School Business Support Officer 2 / Receptionist | | Grade: Grade 4 |
| Directorate: Children and Young People | | |
| Establishment or team: Sir John Thursby Community College | | |
| Requirements (based on the job description) | Essential (E) or desirable (D) | To be identified by: Application form (AF), interview (I), test (T) |
| Qualifications Minimum of 4 GCSE or equivalent incl. English Recognised and relevant NVQ Level 3 or equivalent | E D | AF/I AF/I |
| Experience Experience of operation of administrative systems School administrative experience (knowledge of SIMS) Experience in a customer facing role Experience in a receptionist / switchboard role | E D E D | AF/I/T AF/I/T AF/I/T AF/I/T |
| Knowledge, skills and abilities Ability to act as first point of contact in a professional, welcoming and patient manner Ability to interpret relevant legislation, policies and guidelines and apply to processes Excellent communication skills Ability to work on own initiative, recognising and acknowledging sensitive situations appropriately Good IT skills with experience of Microsoft packages including the use of email, word and excel Good organisation skills Ability to work accurately and prioritise workloads to meet deadlines Ability to operate at a level of understanding and competence equivalent to NVQ Level 3 The ability to work as part of a team First Aid Certificate | E E E E E E E E E D | AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T AF/I/T |
| Other (including special requirements) Commitment to safeguarding and protecting the welfare of children and young people Commitment to equality and diversity Commitment to health and safety Commitment to attendance at work and to ensure the office is staffed during operational hours Commitment to undertake in-service training Discretion and confidentiality | E E E E E E | I I I I I I |
| Prepared by: T Collinge | Date: | May 2025 |

Employee Benefits - Why Choose Sir John Thursby Community College

- A commitment to staff wellbeing, development, training and support.
- Modern, facilities managed, school building with excellent facilities for learners and colleagues
- Smart boards and visualizers in every classroom to support high quality teaching and learning
- Generous non-contact time with **20% for MPS/UPS teachers**
- Well planned school calendar to support professional and personal life balance
- Family friendly employer with opportunities for flexible working, including part-time, job share, term-time working – dependant on your job role and business need
- Access to a **high quality CPD programme** focussing on key areas of implementation based on the latest Educational Research and planned around the EEF guidance on professional development.
- Opportunities to access **external courses and training**
- Membership of The National College for all staff
- High quality induction, support and training for Early Career Teachers
- 'Welcome to SJT' induction day to ensure you feel 'first day ready' with on-going 'on boarding' follow up
- Disaggregated INSET to support long weekend in November to rest and recharge
- Pension: Membership of the Teachers' Pension Scheme (TPS) with employer contributions of 23.68% or the Local Government Pension Scheme (LGPS) with generous employer contribution
- Positive climate for learning around school supported through our brilliant basics and behaviour policy
- Proactive, supportive and visible Leadership Team to support the climate around school
- Great Pennine location with good transport links both cross country and the motorway as well as public transport options
- Automatic annual pay progression for all teachers
- Staff commendation programme
- Access to free mental health and wellbeing support along with access to the LCC Employee health & wellbeing website and digital health and wellbeing platform - Optimise
- Opportunity to earn additional income and access complimentary lunch through lunch time duties
- Occupational Health Service
- Occupational sick pay scheme
- Cycle to work scheme
- Free car park
- Onsite catering facilities with complimentary morning coffee shop
- Staff discount scheme (in partnership with Vivup) gives employees access to a huge range of discounts across the UK's major retailers including supermarkets, technology, fashion, travel and much more!
- A long service award scheme
- Free annual flu vaccine

SIR JOHN
THURSBY



COMMUNITY
COLLEGE

STRATEGIC VISION AND VALUES

2025 - 2028

| | | |
|--|------------------|--|
|  | AMBITION | To enable social mobility and to make a difference in the lives of our students. |
|  | RESPECT | To enable our young people to become confident, resilient, informed, adaptable and caring members of society. |
|  | BELONGING | To be a community-centred school, where all students achieve the academic success needed for further study and employment. |

OUR STRATEGIC PRIORITIES "WE WILL"

1. Deliver a well-structured, knowledge-based and research-driven curriculum
2. Invest in the development of high literacy levels
3. Ensure that all students benefit from mixed-attainment teaching
4. Accurately assess to address gaps in learning
5. Achieve high standards of respectful behaviour
6. Invest in impactful and transformational leadership at all levels, taking the actions that make the biggest difference
7. Ensure we recruit, train and retain high-quality professionals

OUR VALUES

- We are **ambitious** for our students
- We **value and invest** in our staff
- Our students deserve great teaching every lesson
- Strong positive relationships make a great school
- We treat each other with care, respect and kindness
- All members of our school community are **known, valued and loved**
- Our families play a key role in supporting our students to be successful
- We ensure our curriculum includes opportunities outside the classroom
- All of us at SJT have the capacity to improve what we do

MEASURES OF OUR SUCCESS

AMBITION

We will have academic outcomes in the top 20% of schools and ensure all our students can access high-quality apprenticeships, degrees or training.

RESPECT

Our students will behave well, leading to teachers being able to deliver exciting and engaging lessons and experiences linked to our ambitious curriculum. We will maintain a commitment to well-being, workload, research and career progression for staff.

BELONGING

We will be characterised by how we treat, train and develop our people. Our team will be empowered to make a difference.



Further Information

Thank you for your interest in joining our fantastic team here at Sir John Thursby Community College.

Application forms can be found on our website: www.sirjohnthursby.lancs.sch.uk

Completed application forms should be returned by the closing date to recruitment@sirjohnthursby.lancs.sch.uk

CVs will not be accepted. Please note that we are only able to employ nationals of European Economic Area (EEA) countries, citizens of Switzerland and those legally entitled to work in the UK. Lancashire County Council does not hold a sponsorship licence and is unable to employ non-EEA nationals under tiers 2 or 5 of the points based system. If you submit an application form and are shortlisted for interview, you will be required to produce documentary evidence of your right to work in the UK. Please note that we will seek references for shortlisted candidates prior to interview.

The school is committed to safeguarding and promoting the welfare of children and expects staff and volunteers to share this commitment. If appointed you will be required to undertake an enhanced DBS disclosure and a range of other recruitment checks. Please note that in line with Keeping Children Safe in Education 2024 an online search will be carried out as part of our due diligence on shortlisted candidates.

Follow the link to watch 'Burnley By Drone' to see a beautiful area in which to live and work - [Burnley by Drone - YouTube](#)

For an interactive tour of SJT follow this link
- [Sir John Thursby Community College - Interactive Tour of SJT](#)

If you have any questions please do not hesitate to get in touch.



Sir John Thursby Community College, Eastern Avenue, Burnley, BB10 2AT, 01282 682313
www.sirjohnthursby.lancs.sch.uk