



Excellence, compassion & respect for all

FRAMWELLGATE
SCHOOL DURHAM



Framwellgate School Durham

Student Receptionist

Candidate Information Pack

**Salary – FSD4 points 5-6
pro rata to hours and weeks worked: £22,498 - £22,855
(full time equivalent is: £24,790 - £25,183)
Term time plus 2 weeks
37 hours per week (7.30am – 3.30pm)**

Start Date – September 2025



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We wish to appoint a highly motivated, hard-working, and enthusiastic Student Receptionist to bring a high level of organisation and help to Student Reception in this rapidly improving school.

The successful candidate will possess energy and enthusiasm and believe that every young person deserves the very best education. We are a truly inclusive school and for us social justice and providing all of our students with the knowledge and skills to allow them to have a voice and achieve their goals is really important; the most for those that need the most. This is echoed throughout our school with a real commitment to the wellbeing and success of our staff and students. If you think this aligns with your values, then we would love to hear from you.

Framwellgate School Durham is an 11-18 non-selective secondary school and Single Academy Trust. The school roll has increased by 35% over the last five years, and we now have more than 1300 students who attend the school. We envisage a fantastic new school building to be ready for September 2027.

This is an outstanding opportunity for a talented individual to join our dynamic and forward thinking team. We are looking for someone who is driven, committed and skilled in a range of tasks who can work in a busy student reception area.

Queries and applications should be submitted to Executive Assistant, Fiona Thompson at vacancies@framdurham.com

Key Dates

The closing date for applications is Monday 7th July (9.00am)

Shortlisting and interviews are scheduled to take place shortly afterwards

Framwellgate School Durham is committed to the safeguarding of children and young people. An enhanced disclosure from the DBS and barred list check will be required for this post, together with completion of a pre-employment health questionnaire.

**The Excel Academy Partnership
at Framwellgate School Durham
Newton Drive
Durham
DH1 5BQ
Tel: (0191) 3866628**

About the school

Thank you for considering joining us at Framwellgate School Durham. The school website is an excellent starting point if you wish to know what life is like here and we would urge you to look at this to help you decide if our school is right for you.

www.framdurham.com

Aims and ethos

The school ethos is based on the idea of excellence, inclusivity and all our students being known and valued. It's important to us and our commitment to social justice that these aren't simply words, but what we ask all members of our community to model and practically demonstrate during their time here. If these values speak to you then this could be the school for you.

We want three things for all our students:

1. To be known
2. To be valued
3. To achieve excellence

Finally

We can offer the successful candidate:

- A great school to work in with huge capacity for change;
- A talented and committed staff dedicated to securing the best outcomes for our students;
- A vibrant local community, loyal to the school, with very strong relationships between staff, students and parents/carers/carers;
- The opportunity to help FSD improve further and put staff at the heart of this improvement.

Good luck with your application.

Michael Wright
Headteacher
July 2025

JOB DESCRIPTION

Main Purpose of the Role

Working on Student Reception to help facilitate the day to day running of the school, providing support to students and parents/carers and providing administrative support for student focused activities.



To be a member of the wider administration team to support in administrative duties as directed by line manager.

Main Duties and Responsibilities

Shared duties, and direct responsibilities for some duties, are shown in the table below.

Activity
Operate a busy switchboard and take enquiries by phone and in person, passing messages on to appropriate staff
Provide help and support to students at Student Reception.
Maintain high standards of reception and telephone skills when communicating with outside agencies, parents/carers, visitors, staff and students.
Work closely with the pastoral team to support student needs and manage situations and concerns
Support students who are ill, ensuring their care is organised appropriately.
Provide first aid to students where needed
Liaise with parents/carers on the phone/in person relating to issues around their child.
Manage the administering of medication to students
Utilise SIMS and other school systems to provide timetables to staff and students.
Utilise SIMS in order to manage student information and update details when required.
Manage visitors attending Student Reception though checking ID, signing in and issuing with correct visitor lanyards/badges, and ensuring the approved visitor list is maintained.
Record absences on SIMS with reference to the medical evidence list
Manage confiscations of items ensuring data is entered on SIMS, records are maintained, items are stored and returned in line with policy
Manage a lost property system
Check defibrillator equipment on a weekly basis



Record, store and hand over medication to students who require it and manage the disposal and replenishment in liaison with parents/carers
Accept delivery of supplies and re-distribute to appropriate departments
Undertake general administrative duties which may be requested from time to time by line manager
Input and maintain all paper and computer based student records
Issue exam certificates
Manage the archiving, disposal and set up of student files
Be on duty during fire evacuation procedures including handing out of registers at assembly points
Provide reception duties as and when required at various locations on the school site, including if required during school holiday periods
Collect money from students in relation to ties, planners, school events etc. and liaise with the finance officer in order for monies to be reconciled and banked.
Record monies loaned to students e.g. bus fare and follow up with parents/carers to ensure repayment
Send "late texts" as part of a daily routine
Coordinate the annual cycle of inoculations through liaison with staff and outside agencies
Coordinate the annual cycle of student photographs through liaison with staff and outside agencies
Prepare and submit the school census at the appropriate times across the school year and access key information including students eligible for Pupil Premium
Update medical records coming through the transition process and support plans
Follow up non-payment of lunches and recover overspends against accounts
Support parents/carers in applying for free school meals and check eligibility using the SIMS system
Support the Senior Leadership Team in preparing internal fixed term exclusion letters



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Produce reports for colleagues, including permanent exclusion reports
Any other duties as requested commensurate with the grade
General responsibilities of all staff
<ul style="list-style-type: none"> • Safeguarding, Equality & Diversity and Health & Safety <ul style="list-style-type: none"> ○ To safeguard and promote the welfare of children for whom you have responsibility or come into contact with, to include adhering to all specified procedures. ○ To carry out your duties with full regard to the school's Equality, Diversity and Community Cohesion policy ○ To comply with Health and Safety policies, organisations statements and procedures, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others. ○ To comply with the school's requirements for safeguarding and vetting checks. ▪ Compliance with Policies <ul style="list-style-type: none"> ○ The post holder is required to comply with all school policies, including the No Smoking Policy.

Person specification

	Essential	Desirable
Qualifications & Experience	<ul style="list-style-type: none"> • Five GCSEs at C plus (or equivalent) including English and maths • Recent and relevant experience of working in an administrative role • Recent and relevant experience of working as part of a wider administrative team • Recent and relevant experience of working on a busy reception area 	<ul style="list-style-type: none"> • Appropriate NVQ 3-4 (or equivalent) based on administrative / customer care duties • Recent experience of working in a school environment
Knowledge & Skills	<ul style="list-style-type: none"> • Ability to relate well with children and adults and form effective working relationships • Sensitive to the needs of children and parents/carers • Ability to use a range of skills to support vulnerable students • Excellent organisational skills 	<ul style="list-style-type: none"> • Proven experience of using own initiative to create or improve administrative systems or procedures • Proven experience of supporting students



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	<ul style="list-style-type: none">• Ability to prioritise work to meet deadlines• Excellent communication skills, both oral and written• Ability to use ICT effectively, including the range of MS Office products• Ability to input and produce reports using school systems including SIMS• Ability to work effectively as part of a team• Ability to work with minimal supervision• Ability to manage time effectively	
Personal Attributes	<ul style="list-style-type: none">• Caring disposition• Ability to have difficult conversations with staff and students• Patience and understanding• Empathy towards vulnerable students• Flexible approach	

The Application Process

Please complete the Application Form available from our website.

Guidance on completing the application form:

Candidates are requested to complete the application form in full. Section B requires you to set out thorough evidence of how you meet the criteria included in the person specification. This will be used in the shortlisting process. This section should be no more than 1,000 words. In the Educational Achievements section, please ensure that you list individual subjects and grades and that these are accurate; if shortlisted for interview you will need to provide certificates for all qualifications gained.

Your completed application form should be emailed 'in confidence' to vacancies@framdurham.com by **9.00am on Monday 7th July 2025**. All applications will be acknowledged by email. Please DO NOT upload your application to the website on which this post is advertised and please note that we do not accept CVs.

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