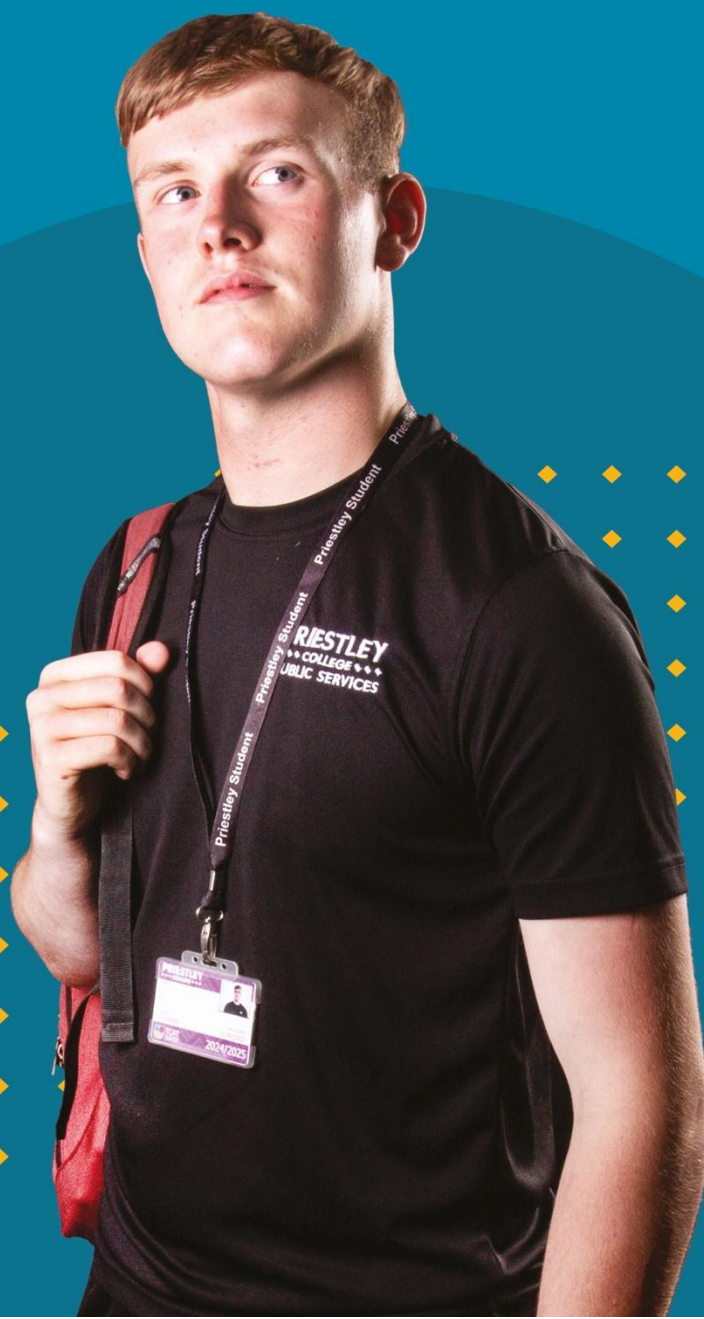




Student Services & Reception Administrator

APPLICATION PACK



Proud to be part of

TCAT



JOB DETAILS

HOW TO APPLY



Start Date	As soon as possible, subject to successful pre-employment checks including a DBS check <i>or a check against the DBS Update Service if registered</i>
Working Arrangements	Permanent, up to full time (part time may be considered to a minimum 28 hours to include full day Friday), Term time only (39 weeks)
Salary	Point 3 to 6 on the Sixth Form Colleges Support Staff Pay Spine, £24,759 to £25,558 FTE. (Actual pro rata based on full time, 37 hours, £21,391 to £22,081)
Pension Scheme	Local Government Pension Scheme
Contractual Terms	NJC Terms and Conditions for Support Staff in Sixth Form Colleges
Application Deadline	12pm Monday 5 th January 2026
Interviews	It's anticipated that interviews will be held Wednesday 14 th January 2026

How to Apply:

Download the application form and complete it electronically (please note we are unable to accept CVs).

Email your application to **hr@priestley.ac.uk** or, if you are unable to complete it electronically, hand it in at our reception or post to: **HR Department, Priestley College, Loushers Lane, Warrington, WA4 6RD.**

Incomplete applications will not be accepted.

It is important you complete all relevant sections of the form accurately. Providing false information is an offence and could result in your application being rejected or, if you are selected, to summary dismissal with the potential for prosecution.

If you require assistance completing your application, or require information in a different format, please email **hr@priestley.ac.uk**

JOB DESCRIPTION



Job Title: Student Services & Reception Administrator

Responsible to: The Student Services Officer

Job Description and Purpose:

Job Purpose: To provide high-quality administrative support to the Student Services team and to act as a professional, helpful and welcoming first point of contact for all students, staff and visitors to the College. Play a key role in the efficient day-to-day operation of both the main college reception and the Student Services office, being confident in dealing with all members of the College community.

Job Duties and Responsibilities:

Key Tasks

Reception and Student Services front desk

- Operate the **main college reception** and Student Services front desk on a rota basis, managing the main college phone line, visitor management including greeting, issuing visitor badges, and ensuring safeguarding procedures are adhered to while responding to a wide range of in-person, telephone, and email enquiries from students, staff and stakeholders efficiently and accurately.
- Operate postal (including secure exam materials) administration taking deliveries and ensuring outgoing post is sent securely and efficiently.

Student Administration

- **Attendance and Registers:** Assist with the daily administration of student attendance, including processing and recording absence reports from parents/students and ensuring register marks are accurately updated on the student management system.
- **Bursary Administration:** Provide administrative support for the College Bursary Fund, including distributing application forms, logging submitted applications, checking initial documentation, basic assessment of clear-cut qualifying applications and processing requests for bursary payments.
- **Trips and visits:** Provide administrative support for scheduled offsite trips and visits including management of college mobile phone bookings.
- **ID Cards:** Process and issue new and replacement student ID cards.
- **Communication:** Prepare, format, and distribute general college letters, mailings, and electronic communications (e.g., emails, text messages) to students and parents/guardians.



Job Duties and Responsibilities:

General Support and Logistics

- **Transport and Parking:** Handle administrative queries relating to student transport, bus passes and college car park permits.
- **Office Management:** Maintain an organised, tidy, and well-stocked Student Services office, including managing stationery supplies and information leaflets.
- **Filing and Data:** Maintain confidential student records (both paper and electronic) in line with GDPR regulations, ensuring accurate data entry and filing.

General College Duties

- Provide general administrative support to the wider College team as required particularly to support with pressure points such as UCAS and events.
- Alongside other College support staff, provide invigilation support during exam periods.
- Undertake training and professional development as necessary to ensure skills remain current and relevant to the role.
- To provide First Aid on a rota basis if required (full training will be given)
- To carry out all other duties that are in accordance with the purpose and grade of the post as may be reasonably required by the Business & Operations Manager

PERSON SPECIFICATION



Student Services & Reception Administrator

Key: A = Application, I = Interview, R = References, C = Certificates

	Essential	Desirable	Identified by
Qualifications & Training:			
Five GCSEs at Grade 4 (C) or above, including English and Mathematics, or equivalent qualifications.	✓		A, C
A qualification or proven competency in the use of standard office software (e.g., Microsoft Office Suite)	✓		A, I, C
A valid First Aid qualification, or willingness to undergo training immediately upon appointment.	✓		A, I, C
Experience:			
Proven experience working in a busy reception, front-of-house, or administrative office environment.	✓		A, I
Experience in managing telephone systems and a high volume of in-person, phone, and email enquiries.	✓		A, I
Experience working within an educational setting (e.g., a school, college, or university).		✓	A, I, R
Experience in handling and processing confidential data and sensitive information.	✓		A, I
Experience with student management systems (e.g., for, attendance registers, or data entry).		✓	A, I
Experience with administrative tasks related to finance/bursaries.		✓	A, I
Skills & Knowledge:			
Excellent oral and written communication skills, with a professional and friendly telephone manner.	✓		A, I, R
High level of competence in using IT systems, including Word, Excel, Outlook, and data entry.	✓		A, I
Proven ability to organise and prioritise a varied and demanding workload with efficiency and accuracy.	✓		A, I
Excellent attention to detail, particularly in data entry, filing, and processing documents (e.g., bursary applications, register marks).	✓		A, I
An understanding of confidentiality, safeguarding procedures, and data protection legislation (GDPR).	✓		A, I
Ability to follow clear administrative processes and procedural guidelines, including those related to secure mail/exams.	✓		A, I
Personal Attributes:			
A professional, welcoming, and helpful disposition, capable of acting as a positive first point of contact for the College.	✓		I
Demonstrates a proactive, flexible, and adaptable approach to work, with the ability to provide support to the wider College.	✓		A, I
Ability to remain calm and professional under pressure and when dealing with difficult or sensitive situations (e.g., student absence/welfare issues).	✓		I
A commitment to continuous professional development and training relevant to the role.	✓		A, C
Demonstrates a commitment to equality, diversity, and the well-being and safeguarding of young people.	✓		A, I

Safeguarding:

Suitable to work with children and young adults and/or vulnerable adults	✓	A, C	DBS Certificate
Willingness to apply for an Enhanced Disclosure and Barring Service check or to have a check undertaken against an existing DBS Certificate if registered for the DBS Update Service.	✓	A, C	

ADDITIONAL INFORMATION



Safeguarding and Safer Recruitment in Education

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff, governors and volunteers to share this commitment. All policies regarding safeguarding can be found on our website www.priestley.ac.uk

Priestley College uses the Disclosure and Barring Service to assess all applicants and complies fully with the DBS Code of Practice. For more details go to www.gov.uk/government/organisations/disclosure-and-barring-service/about and for information relating to the DBS Update Service visit www.gov.uk/dbs-update-service. We also comply with our obligations under the Data Protection Act 1998.

The successful applicant will be required to obtain an Enhanced DBS certificate for the Child Workforce (which must be shared with the HR Department within 28 days of its issue) or if already registered with the Update Service, provide their original certificate, and their registration number. All information will be treated in the strictest confidence and will not necessarily disqualify a candidate from consideration of appointment.

Equality and Diversity

As an equal opportunities employer we aim to promote and maintain equality of opportunity. We monitor the diversity of applicants and would therefore ask you to support us in completing and returning our Equal Opportunities Monitoring Form. Information will be treated in confidence and will only be used to assist our monitoring process.

Invitation to Interview

Applicants who are shortlisted will be emailed by the HR Department. If you have not been contacted you should assume that unfortunately you have not been shortlisted. Applicants who require any special arrangements or adjustments should contact HR. Applicants declaring a disability will be contacted in order that, wherever possible, appropriate adjustments can be made to support the candidate.

Evidence of Identity

At interview, applicants will be required to produce the following:

Evidence of identity

Current, valid passport
and / or

Current, valid driving licence
and / or

birth certificate (issued at time of birth, full or short form)

Confirmation of address

Bank / building society statement
or a utility bill

(mobile phone bill is not acceptable)

Qualifications relevant to the post (if not provided at interview must be provided prior to taking up an appointment. Failure to do so may result in a job offer being withdrawn).

References (Safeguarding Requirement)

If you are invited to attend an interview, the College will approach your referees prior to interview where possible. One of your nominated referees must be of a professional nature eg. current employer. Referees should not both be from the same employer wherever possible. If you are not currently working with children or young people, but have been employed in such a capacity previously, we require one nominated referee from that employment.

Offer of Appointment

Any offer of employment will be subject to mandatory pre-employment checks including all those outlined above as well as proof of health and physical capacity to undertake the role ie. an occupational role (ie. an occupational health check).

ABOUT PRIESTLEY



Priestley College's mission is to inspire, challenge and support young people to ensure they excel both in learning and in life.

As a founder member of The Challenge Academy Trust the College is part of TCAT's aim to deliver a cohesive education pathway from primary through to sixth form.

We are a friendly and inclusive college with a consistent record of high achievement, offering around 70 A-Level, Vocational and T-Level courses.

Priestley students have a consistent record of achieving a pass rate of 99% or better in A-Levels and each year around 30 A-Levels see a 100% success rate. Similar accolades are secured in Vocational subjects and in T-Levels.

The quality of education we provide in Science, Technology, Engineering and Maths was recognised when we became the first dedicated sixth form in the country to receive STEM-assured status.

Priestley was one of first colleges in the country to provide T-Levels and we also boast the UK's first dual rugby academy acknowledging the level of coaching received by both girls and boys.

There are now more than 2,000 students at Priestley who learn on a modern campus that we are constantly looking to improve.

Priestley is not a college that stands still. All tutors and staff constantly look for ways to improve in order to make the biggest difference to the highest number of young people.



OUR CAMPUS



Priestley has a welcoming campus similar to one you would find at a university.

- C** CRESCENT BUILDING / MAIN RECEPTION
- P** PRIESTLEY ENTRANCE
- CT** COSTELLO THEATRE
- LRC** LEARNING RESOURCE CENTRE
- LC** LEWIS CARROLL BUILDING
- S** SPORTS CENTRE / ALL WEATHER PITCH

- D** DESIGN CENTRE
- A** ARTS CENTRE
- PA** PERFORMING ARTS
- VB** VIOLA BEACH CAFE



CAMPUS FACILITIES

Crescent Building

The Crescent Building is home to a wide range of subjects, everything from Health and Education to History and Public Services. It is also where you will find the Crescent Café and a Starbucks with space to relax outside.

Learning Resource Centre

The LRC has recently been refurbished to create some definitive spaces in which to learn including Wellbeing and Careers Hub.

Viola Beach Café & Crescent Café

Visit the Viola Beach Café where there is space to relax and where we hold regular open mic sessions. Upstairs is The Mez where we serve Change Please Coffee as well as seating for groups.

The Crescent Café provides freshly-prepared food including a salad bar, sandwiches, wraps, soups and other hot meals including breakfast. Cashless Catering allows students to pay for meals using their ID card. Your account can be topped up online or at one of the top-up machines in college.

Outdoor Spaces

There are several spaces around the campus where you can relax outside. There is some undercover seating linked to the Crescent Café, a mini outdoor theatre surrounded by greenery that is very relaxing as well as a large space in the centre of campus with benches and tables.



OUR STAFF



ADAM BIRD

'My role allows me to work with people across the college and what always impresses me at Priestley is how everyone pulls together for the good of the students and the college as a whole. It is an inspirational place to work.'

Head of Marketing & Communications



LIBBY HOLT

'Priestley has a real sense of community and shared purpose. The focus is on how we work together, support each other and use our expertise to provide the best experience and opportunities for our students. There is a clear and thoughtful balance between academic rigour and pastoral support that enables students to achieve their potential both here and beyond.'

Head of Faculty Humanities & Social Science



JOSH CAMPFER

'Priestley puts the students first, we try to make sure that we push them to achieve and realise what they are capable of, while making sure they are fully supported.'

Teacher of Computer Games



RACHEL EDGINGTON

'Our college offers a unique blend of compassionate rigor, where you'll be challenged by your expert teachers to reach your full potential within a supportive environment. Being part of their journey as they discover their potential and push their boundaries is why I'm passionate about teaching dance at this level.'

Head of Priestley School of Performance



OUR STAFF BENEFITS



There are many additional benefits to working at Priestley College. Below is a summary of some key perks.



Health Assured

Access to comprehensive telephone helplines that are available all day, every day offering practical and emotional support including help with bereavement, trauma, relationship issues, stress and family matters. There are many other benefits to this service, which all staff are made aware of when joining Priestley.



Continuous Professional Development Programme

Priestley College runs a number of Continuous Professional Development Days throughout the year and is open to suggestions as to what you would like to learn on these days. Staff can also be supported in additional development outside of these days.



Free eye tests

Staff can apply to be reimbursed for the cost of an eye test where a significant part of their normal work is spent on a visual display unit (VDU) or display screen equipment (DSE).



Staff wellbeing activities

There are several wellbeing activities that take place throughout the year as well as fun charity days and social gatherings that bring all staff who want to join in together.



Free parking and cycle storage

Free parking is available at Priestley College and there is a secure cycle storage area on the campus.



Cafes and kitchen

Staff have two cafes from which to choose, but both sell tasty coffee supplied by Change Please. This amazing social enterprise donates its profits to helping the homeless so every time you buy a drink you are making a difference!

TCAT STAFF BENEFITS



As a part of The Challenge Academy Trust, staff at Priestley are also eligible for the following benefits. Scan the QR code to find out more about TCAT's approach to workload, wellbeing and staff benefits.



Continuing Professional Development

Join us at Education Connect to access high-quality CPD that is rooted in the latest research, promotes innovation, and fosters a culture of collaboration.



TCAT Plus (Health and Wellbeing and Staff Discounts)

TCAT Plus is an online hub for all staff that offers wellbeing support and financial discounts at hundreds of big brand online and high street retailers.



Cycle to Work Scheme

Save 23-39% on a new bike for work. TCAT have teamed up with BHN Extras to offer a Cycle to work salary sacrifice scheme.



Smart Tech

A chance to get the latest tech at the best price and spread the payments over your salary, interest-free.



Car Benefit Scheme

A salary sacrifice car lease scheme in partnership with Tusker. Access an electric or hybrid vehicle that will be fully serviced, insured, vehicle tax paid and recovery assistance.



Pension

A career within TCAT will provide you with access to the Teachers Pension or Local Government Pension scheme.



Hub Support Mode

Strength through interdependence and collective accountability in our working practices. Much of this is achieved via our extensive professional hub network.



Workload Strategy

We have carefully examined and implemented the recommendations outlined in the DfE Workload Reduction Toolkit across the Trust. We are committed to aligning and integrating our approach to workload management for all our staff.



Maternity, Paternity, Adoption and Shared Parental leave

Enhanced maternity and adoption pay for eligible employees.



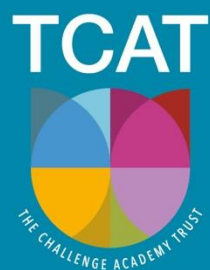
Entitlement to occupational sick pay

Up to six months full pay and six months half pay in the event of being unable to work.



Enhanced annual leave for support staff

8 bank holidays plus up to 31 days annual leave.



PRIESTLEY
◆ ◆ ◆ **COLLEGE** ◆ ◆ ◆
WARRINGTON

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