



Inspire Learning Trust

Student Services Receptionist

Closing Date: Tuesday, 5th May 2026 at 9.00am

Interview Date: Thursday, 7th May 2026

Start Date: 8th June (earlier if possible)

Responsible to:	Office Manager
Responsible for:	Front of house, ensuring that front-desk enquiries and daily school operations are seamlessly integrated to provide a unified, professional and collaborative support service for students and families.
Salary:	Band D, Actual Salary £23,518 to 23,890 per annum (FTE Salary £26,429 to £26,847)
Working hours:	Full Time permanent, 37 hours a week, term time only at 192 days Plus 5 Directed Days a year
Working Pattern:	Office Team Working Pattern: Between 7.45am – 4.30pm, Monday to Thursday & 7.45am – 3.45pm with 30minutes lunch break

Inspire Learning Trust is a Multi Academy Trust based in Rotherham which also includes Oakwood High School, Sitwell Junior School, Thomas Rotherham College and Winterhill School.

Oakwood High School is an over-subscribed 11-16 High School with a strong emphasis on respect for all; we are a 'well led', 'good' school where 'students enjoy attending' and 'the vast majority of parents would recommend'

We have an opportunity for a suitable candidate to join our dedicated team as a Student Services Receptionist. In this vital role, you will be the first point of contact for our community, responsible for setting the professional tone for the school through excellent standards.

The successful candidate will

- Be a good communicator with a professional, welcoming, respectful and helpful presence.
- Thrive in a fast-paced environment managing competing priorities maintaining a positive tone and standards.
- Enjoy supporting a busy community with positivity, poise and calm demeanour.

We are looking for candidates who have experience in a similar role and experience of working in schools or a similar environment. We need someone who is willing to work flexibly in support of our school.

We offer

- A positive working environment, we care about our learners, and we care about our staff, all of whom know and appreciate that.
- A supportive and successful school where staff work in a way that encourages a positive work environment that is solution focused and proactive for all.

The successful candidate will have the opportunity to be part of this, contributing to this culture and developing it further.

Applicants are required to apply via our online application form which is available on our website:

<https://www.inspirelearningtrust.uk/vacancies/all-vacancies/>



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PLEASE NOTE we operate Safer Recruitment and we do not accept CVs or CV attachments, all applicants must complete an application form in full.

Inspire Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff, other workers, and volunteers to share this commitment. The Trust is an equal opportunities employer, and we undertake to make any reasonable adjustments to a job or workplace to counteract any disadvantages a disabled person may face.

Our safer recruitment processes include online media searches which will form our due diligence checks pre interview. Employees will be subject to a comprehensive vetting process including references from current and previous employers, right to work in the UK, an enhanced DBS check and a further check against the appropriate barred list.

All candidates are expected to read the Trust's Safeguarding Policy accessible via our website: <https://www.inspiretrust.uk/page-template/statutory-documents/>



Inspire Learning Trust

Why work for us?

Gym and Exercise Classes



Gym membership and exercise classes at only £20 per academic year.

Free Parking



Free car parking at all sites.

Accredited Living Wage



We are committed to ensuring staff rates of pay exceed the national minimum wage.

Sports Facility Hire



Reduced rates on our sports facilities and pitch hire.

Evening Language Classes



Access to modern foreign languages classes at a 25% discounted rate.

Specsavers Eye Care Voucher Scheme



Obtain a free eye test and discounts on glasses.

Blue Light Card Eligibility



Purchase a card giving access to a wide range of discounts online & on the high street.

Pension Contributions



All staff employed under Inspire Learning Trust have access to Teachers or Local Government pension schemes.

Cycle to Work Scheme



Salary sacrifice scheme on a brandnew bike with Cyclescheme.co.uk

Support Staff Holiday Entitlement



Generous annual entitlement for all our professional support staff.

Urban Yoga



Access free yoga classes at Oakwood High School.

Employee Referral Scheme



You could earn £500 for recommending an appointed friend or family member.

Student Admissions to Secondary School



Priority placing for children of staff, subject to length of service.

Westfield Health Scheme



Discounted rates on quality health cover, deductible through staff wages.

Onboarding for New Starters



Bespoke onboarding process for all new starters, including an additional day's pay.

Flu Jobs



Flu jab vouchers available on an annual basis.

Employee Assistance Programme



24/7 confidential help covering counselling and practical and emotional help.

Ele Wellbeing Platform



An on-demand content library with 6,500 lived experience videos, interviews, podcasts and expert-led discussions. Accessible 24/7 on all devices with the Trust wide log in details.

White House Clinic Physiotherapy



All staff can access physiotherapy treatments (including sports massage) at Sheffield's leading physiotherapy provider, White House Clinic at a discounted rate.



We envision Inspire Learning Trust thriving by boosting our resourcefulness, promoting a culture of sharing within the Trust, showing respect to the planet and the communities we serve, and nurturing resilience in our stakeholders for sustained economic, environmental, and social wellbeing.



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Job Description and Person Specification

Main Purpose of Job

As a member of the Student Services Team working under the direction of the Office Manager, you will be the primary point of contact and the face and voice of the school. You will set the tone for a respectful, professional, and welcoming environment, ensuring that students, parents, and visitors receive an exceptional level of service. This role is vital in maintaining school security, streamlining communication, and providing essential administrative support to the wider school community

All post holders at Oakwood High School are required to work at their designated level to support the implementation of all school policies and procedures to achieve the key targets of the school. These targets are reviewed annual and adapted to meet the needs of our students.

The post holder will be a key member of the team in the Academy and will work positively and proactively.

The post holder will work in collaboration with a range of staff across the Academy in the discharge of their duties and will at all times work within and contribute to the legal, regulatory and policy frameworks of the Academy and wider Trust.

For the purposes of this Job Description and Person Specification, Trust is Inspire Trust and all Academies working within the Trust. All duties outlined below are the responsibility of the post holder who will be accountable for delivery. Where there is specific connectivity with another post or the lead responsibility for an activity lies with another member of staff this is stated and will be expanded on in the Operational Schedule (or procedures) for this post

**Excellent standards of behaviour, respect and learning depend upon the 'tone' set by all members of the Trust community.
We build upon our strengths – together!**

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Role Specific Duties and Responsibilities of the Post

(including Leadership, Accountabilities and Operational Activities).

A = Accountability (which means being responsible for something to somebody)

L = Leadership (guide, direct and influence the outcomes of)

O = Operational (day-to-day management and control of these activities)

1	Student Services Reception Management	A	L	O
1.1	Act as the primary point of contact for all incoming calls, face to face enquiries and answerphone, ensuring all message are recorded and distributed to the appropriate departments/staff in a timely and efficient manner.	✓		✓
1.2	Maintaining a welcoming and calm environment, to meet, greet and determine appropriate first response to enquiries from visitors, students, parents and carers in accordance with the school's protocol and guidance ensuring queries are efficiently dealt with.	✓		✓
1.3	Monitor the school's main email inbox and manage the answerphone, ensuring messages are disseminated to staff promptly, including during directed hours in the school holidays.	✓		✓
1.4	Ensure all visitors are signed in via iPad system, verified, issued with appropriate information and escorted where necessary.	✓		✓
1.5	Ensure appropriate verification checking photo ID, DBS and vetting details as required for all supply staff, approved workers and other external workers liaising with appropriate staff members. Maintain a system for approved workers and long-term supply staff are able to gain appropriate levels of access to the school.	✓		✓
1.6	Receive deliveries to the school, signing for parcels and liaise with site team to ensure deliveries are passed on to the right departments/staff, keeping the front desk clear of parcels and packages at all times. Where required, deliver items brought in and messages for students to their classrooms.			✓
1.7	Maintain an efficient system for items confiscated from students, logging them, send messages to parents and advising parents repeated confiscation will require the parent to collect.			✓
1.8	Maintain an efficient system for postage support for the school including stamping any physical outgoing mails, records of whom they are for and ensure stock of postage stamps are replenished and stored securely.			✓
1.9	Maintain efficient systems for the booking of the conference room, meeting rooms, schools mini buses, recording mileage; fuel card and users information accurately.			✓
1.10	Logging CPOMS entries for any external visitors who meet with students e.g Social workers; Family support workers etc			✓
1.11	Support parents/carers with bookings for Review Day and Parents evening using the schools appointment systems and setting up for events where required.			✓
1.12	Manage the administration of Headteacher's Awards, including printing certificates and maintaining the achievement display boards.			✓



Inspire Learning Trust

1.13	Support the team with updating other display boards across the school as and when required.			✓
1.14	Maintain an efficient system that supports Exam deliveries, ensuring accurate delivery logs are completed and Exam Manager informed upon arrival to ensure prompt and safe storage.			✓

2. Generic Duties and Responsibilities

2.1 Comply with all Trust policies and procedures and work in accordance with the Code of Conduct for Staff.

2.2 All employees will be asked to work at their level on pupil/student interventions to meet the needs and targets of the Trust. For support staff this will include Basic First Aid (training will be provided).

2.3 Be aware of and support differences and ensure all pupils, students and staff have equal access to opportunities to learn and develop.

2.4 Participate and contribute to Talent Development and Service Frameworks and other plans.

2.5 All employees will undertake regular and routine continuing professional development (including attendance and contribution to internal / external Training, Networking, Updating and other such events) to ensure that they develop and recognise their own strengths and areas of expertise and use these to achieve and support others and the aims of the Trust.

2.6 Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person in accordance with policy.

2.7 Contribute positively to the overall ethos / aims of the Trust including participation in appropriate networks and projects.

2.8 Establish constructive relationships and communicate with others (inside and external to the Trust).

2.9 Organise and support school/college and Trust events as requested.

2.10 Any other reasonable and appropriate duties as directed by Trust or school/college Senior Staff.

2.11 All staff are required to work in a way that encourages a positive work environment that is solution focused and proactive for all. As a senior support staff holder, you will support, mentor and act as a role model for all staff.



Inspire Learning Trust

Person Specification

The Trust is committed to safeguarding and promoting the welfare of children and young people, and expects all staff, other workers and volunteers to share this commitment.

Key to abbreviations: MoA Method of Assessment, AF Application Form, R References, I Interview, CQ Certificate of Qualification, OT Occupational Testing, DBS Disclosure and Barring Service Check.

1	Qualifications/Training	Essential	MoA
1.1	GCSE A*-C / 4-9 in English and Maths	✓	AF / I / R
1.2	ICT skills, including word processing at a minimum of Level 2.	✓	AF / I / R
1.3	Qualifications at Level 4 (AS, A'Level, BTEC)	Desirable	AF / I / R
1.4	Awareness of the need to maintain and respect confidentiality of information, maintaining records securely	✓	AF / I / R
2	Skills, Experience and Personal Qualities	Essential	MoA
2.1	Experience of working effectively as part of a team but also proven ability to work independently.	✓	AF / I / R
2.2	Responding to queries and problem solving	✓	AF / I / R
2.3	Ability to remain calm and professional whilst working under pressure.	✓	AF / I / R
2.4	Excellent literacy, communication and interpersonal skills.	✓	AF / I / R
2.5	Ability to organise, plan and manage workload in a timely manner.	✓	AF / I / R
2.6	Suitability to work with and ability to form and maintain appropriate relations and personal boundaries with young people.	✓	AF / I / R
2.7	Ability to use tact and courtesy with staff, students, parents/carers and visitors to the school in occasionally contentious situations.	✓	AF / I / R
2.8	Ability to deal with confidential and sensitive information with tact and discretion applying data protection and data sensitivity principles at all times.	✓	AF / I / R
2.9	Conscientious, honest and reliable	✓	AF / I / R
2.10	Have a flexible approach to day-to-day operational needs and wider school event when required.	✓	AF / I / R
2.11	Knowledge/experience of working with young people or a school setting.	✓	AF / I / R



Inspire Learning Trust

3	Mandatory Requirements	Essential	MoA
3.1	A satisfactory DBS check at an enhanced level is a condition of employment with Inspire Learning Trust.	✓	AF / I / R
3.2	Education posts are exempt from the Rehabilitation of Offenders Act, 1974; all current convictions, cautions and bindovers must be declared on the application form or provided in a sealed envelope addressed to the Headteacher. The 2013 amendments to the Act allow that minor spent convictions, cautions and bindovers do not need to be declared.	✓	AF / R
3.3	References that confirm suitability to work in an educational setting, reference must be provided from current/most recent employer. References will not be accepted from members of candidate's families or acting purely as a friend.	✓	AF / R
4	Physical Requirements	Essential	MoA
4.1	Health and physical capacity for the role.	✓	AF / I / R
4.2	A good attendance record in current employment (not including absences resulting from disability).	✓	R

5. Effective Behaviours

The Trust looks for evidence from all candidates of effective behaviours which we value and have found to be consistent with high performance. Part of our selection process will be to assess whether candidates can demonstrate that they have exhibited these behaviours in their current or previous employment, education, voluntary or other activity. Candidates are advised to read the following carefully and provide examples of these in the 'Information in Support of the Application' section of the application form. Candidates should be prepared to discuss these in the interview process.

Seeing the Bigger Picture: Understand what your responsibilities are and how these contribute to the priorities of your team. Consider the varied impact your work could have on individuals with different needs and from other backgrounds. Gather information from both inside and outside of the Trust to inform your area of work.

Changing and Improving: Review ways of working and suggest improvements, including how to make full use of new digital technologies. Learn new procedures and help colleagues to do the same. Query any issues that arise from changes in a suitable way. Respond in an effective and appropriate manner when emergencies arise.

Making Effective Decisions: Use guidance, analyse relevant information and ask colleagues for input to support decision making. Identify and deal with any errors or gaps in information before making a decision. Consider the diverse needs of those affected by decisions and how it will impact them. Provide advice and feedback to support others in making accurate decisions. Ask others to clarify decisions when confused and query any issues that arise constructively.

Leadership: Show enthusiasm for your work and take personal accountability for your role. Demonstrate responsibility for your own objectives. Act in a fair, inclusive and respectful way when dealing with others. Be considerate and understanding of other people's points of view. Understand and support the objectives of the wider team. Demonstrate consideration of the wider consequences of own actions.

Communicating and Influencing: Put forward your views in a clear, constructive and considerate manner. Use an appropriate method of communication for each person such as an email, telephone call or face-to-face, taking into consideration their individual needs. Use plain and simple language, being careful to check written work for errors.



Inspire Learning Trust

Consider the impact of language used on different groups of stakeholders. Remain honest and truthful when explaining opinions. Listen and ask questions to ensure your understanding.

Working Together: Proactively contribute to the work of the whole team and remain open to taking on new and different roles. Get to know your colleagues and build supportive relationships. Listen to alternative perspectives and needs, responding sensitively and checking understanding where necessary. Ask for help when needed and support others when the opportunity arises. Be aware of the need to consider your own wellbeing and that of your colleagues. Understand that bullying, harassment and discrimination are unacceptable.

Developing Staff and Others: Identify gaps in your skills and knowledge and make plans of how to develop these. Take time to achieve development objectives. Listen to and act on feedback from colleagues to find areas you can develop. Share knowledge and skills learnt with colleagues to contribute to the learning and development of the whole team.

Managing a Quality Service: Gain a clear understanding of pupil/student needs. Plan, organise and manage your own time to deliver a high-quality education to pupils/students. Act to prevent problems by identifying issues, reporting them and providing solutions. Keep colleagues up to date with progress.

Delivering at Pace: Always work with focus and pace to get the job done on time and to a high standard. Follow the relevant Trust policies and procedures. Use own knowledge and expertise to organise work. Keep focused on delivery and take responsibility for the quality of work produced. Keep a consistent level of personal performance. Keep managers and stakeholders updated on how work is progressing.

This specification has been prepared in accordance with the requirements of the Trust's Equal Opportunities in Employment Policy. We undertake to consider any 'reasonable adjustments' to a job or workplace to counteract any disadvantages a disabled person may have.

Inspire Learning Trust is committed to providing a safe, secure and supportive environment for all members of staff to support their wellbeing, built from effective relationships. As part of our Staff Wellbeing Strategy, we have contracted with CiC Wellbeing and they provide us with an Employee Assistance Programme to support all staff on a range of issues. We will continue to work with our staff body to improve and ensure that we remain a really good place to work. Our commitment to our pay and conditions is demonstrated by the Trust being recognised as an Accredited Living Wage employer.



Inspire Learning Trust



**Inspire Learning Trust is committed to...
Educational Social Responsibility
We are committed to a value led educational provision.**

Inspire Learning Trust is an organisation driven by a desire to provide a truly outstanding and inspirational educational experience for all its pupils and students. Underpinning this aspiration, is an equal commitment to being a wonderful place to work and a valued and impactful community asset.

Since its journey began a decade ago, Inspire Learning Trust has worked tirelessly to develop a strong ethos. Together, within this multi academy trust, we will work to inspire learners to achieve, for today, for tomorrow and into the future.

Through a process of engagement and collaboration, Inspire Learning Trust has further developed this ethos, by encouraging each establishment to define their specific purpose in the development of the young people they support:

- **Inspiring lives, creating possibilities, shaping futures - Sitwell Junior School**
- **Inspired to achieve - Oakwood High School**
- **A tradition of achievement - a future of opportunity - Thomas Rotherham College**
- **Everyone succeeds - Winterhill School**

Underpinning this ethos, Inspire Learning Trust has embedded a set of common values that are believed in and shared, by the trusts, staff, pupils, students and trustees, these are;

***Respect, Responsibility, Resourcefulness, Resilience,
Reflection, Risk taking and Relationships***