

Elm Tree Multi Academy Trust

Recruitment Information Pack



Receptionist / Administrator at North Leamington School



An overview of North Leamington School



Dear Applicant,

Our school is a thriving, popular and inclusive comprehensive school, where we pay particular attention to each individual student by promoting their personal, social and educational development. We have all the advantages of being a large school in that we offer a wide-ranging curriculum to enthuse all learners and at the same time employ dedicated and high-quality staff to support and value each student.

North Leamington School is a part of the Elm Tree Multi Academy Trust (ETMAT), with the aim to work in collaboration delivering excellence and enriching the lives of the young people within the Trust.

We have high expectations of our young people; we expect everyone to work towards the common goal of helping them develop the skills and knowledge required in being successful at North Leamington School and beyond. Our students are encouraged to strive for excellence in all that they do at school and grasp all the wonderful opportunities that will present themselves throughout their years of study. We want our young people to aim high, be happy, confident learners, support one another and be proud members of our rich and diverse community.

Our ambition is to be an ever-improving learning environment that offers **opportunities** to enthuse engage and enrich the experiences of all its community. We will continue to instil a **commitment** to growth in a positive, dynamic, and **respectful** environment that expects and supports personal **excellence** in the context of *“everyone mattering equally.”*

Vision and Values

- **Commitment:** All members of our community are committed to self-improvement, working to achieve both individual and collective goals so all are successful.
- **Opportunity:** Individuals can develop their abilities and talents, and to be successful. We want everyone within our community to be nurtured, challenged, and encouraged to make the most of opportunities.
- **Respect:** Everyone behaves in a respectful and kind way to others. Our school is an inclusive environment where all are valued equally.
- **Excellence:** There is a commitment to excellence in all that we do. We have a culture of high expectations. We expect to do well both as individuals and collectively.

We are extremely fortunate to educate young people in a wonderful environment with state-of-the-art facilities. We have committed, talented teachers and support staff who work hard and deliver excellent outcomes for our young people at all stages. Fundamental to that success is instilling core attributes such as resilience, independence, kindness, progressive thinking and a desire to work hard.

We care deeply about forging positive and strong relationships between all partners – staff, students, parents, carers and governors. Respect for ourselves and each other is at the heart of our school ethos, we want students to work in partnership with our local and global communities and the environment to become positive members of society and role models for our younger students at school.

I would like to thank you for your interest in joining our team here at North Leamington School. If you would like to visit the school, please get in touch with our HR team at hr@etmat.co.uk and we can assure you of a warm welcome.

Kind Regards,

Mr Mike Lowdell

CEO of Elm Tree Multi Academy Trust & Head Teacher of North Leamington School



For further information about our school, please take a look at our website: -

[North Leamington School - Home](#) / www.northleamington.co.uk

Job Opportunity

Job Title:	Receptionist / Administrator
Opportunity:	North Leamington School is seeking a friendly, approachable and enthusiastic Receptionist / Administrator to join our dedicated support staff team. As the first point of contact for the school, you will play a key role in creating a professional, welcoming and positive experience for students, parents, visitors and staff. Alongside providing a high-quality reception service, you will undertake a range of administrative duties to support the smooth running of the school, including assisting Year Group Leaders and the Attendance Officer as required. This is a varied role, with the successful candidate working as part of a rotation across our Main Reception, Student Services Reception, and Reprographics function. This provides the opportunity to support a wide range of school operations, from welcoming visitors and managing enquiries, to providing frontline support for students and assisting with the school's printing and reprographics requirements. We are looking for an organised and adaptable individual with strong IT and communication skills, who can work effectively in a busy environment. The successful candidate will be a confident team player, able to manage competing priorities, remain calm under pressure and deliver excellent customer service. We would love to hear from you if you have: ✓ Experience working in a busy administrative or customer-facing environment. ✓ Strong organisational and time-management skills. ✓ Good IT skills and the ability to learn new systems. ✓ Excellent interpersonal and communication skills. ✓ A professional, friendly and proactive approach. ✓ The ability to work effectively both independently and as part of a team.
Reporting To:	Head's PA / Office Manager
Working Relationships With:	Head Teacher, Senior Leadership Team (SLT), College and Year Group Leaders, Teachers, Administrative Colleagues, and other Support Staff.
Location:	North Leamington School Sandy Lane, Blackdown, Leamington Spa Warwickshire CV32 6RD

Salary & Hours:	Permanent Role 37 Hours per week Term-Time Only + 2 weeks (40 weeks) Salary Band E, Points 5-6 (Starting on Point 5 – actual salary starting - £23,212 per annum) Daily working pattern of 8:30am-4:30pm Monday to Thursday, 8:30am-4:00pm on a Friday.
What We Offer:	• A fantastic modern school environment with a strong team culture • A very generous pension scheme and access to a range of health and wellbeing services • A first-class commitment to developing individuals through personalised CPD programmes • An easily accessible location with plentiful onsite parking

Job Description

Title of Post:	Receptionist/Administrator
Location:	North Leamington School
Salary/Grade:	Scale E, Points 5-6
Hours:	37 Hours per week, Term-Time Only + 2 Weeks (40 Weeks)
Responsible to:	Head's PA/ Office Manager
Purpose of Job:	To work as part of the administrative team, delivering a professional, welcoming and efficient Reception and Student Support service to parents, visitors, students and staff, ensuring the smooth day-to-day operation of the school's front office, student services and reprographics.

Key Tasks and Responsibilities:

Reception and Visitor Management

- Act as the first point of contact for all visitors, parents and external agencies.
- Greet visitors, ensuring safeguarding and visitor procedures are followed.
- Answer and direct incoming telephone calls in a professional manner.
- Respond to general enquiries in person, by telephone and by email.
- Maintain visitor signing-in and signing-out records.
- Work collaboratively with teaching and support staff.
- Provide administrative support to staff and colleagues as required.

Administrative Support

- Undertake general administrative duties including filing, photocopying, and scanning.
- Be the first point of call for identifying, recording and following up student absence daily in accordance with school policy in a timely manner
- Manage incoming and outgoing post.
- Help to maintain accurate student records.
- Assist with the preparation of correspondence, letters and reports.
- Support the organisation of school events, meetings and appointments.
- Support the Attendance and Admissions Officer in administering student holiday forms, collating required data and referring to appropriate member of Leadership Team
- Send out Groupcall messages on behalf of the school to parents / carers as required

Student Services

- Be the first point of contact for students requiring help/support and refer them to the appropriate staff in school where necessary
- Be the first point of contact for staff requiring assistance and support with regards to student queries
- Ensure confidentiality is always maintained in line with GDPR guidelines to ensure all our staff and student data is processed in a safe and secure manner
- Be aware of safeguarding issues and the safety of staff and students on site, proactively monitoring and supporting the on-call system

- Alongside the Student Services Team, maintain and administer the systems for lost property ensuring it is stored and disposed of in accordance with school policy
- Alongside the Student Services Team, maintain and administer the systems for student locker keys ensuring they are distributed and returned in line with school policy
- Administer all late and pass-out slips to students in line with school policy
- Ensure the welfare of any student waiting at student services offering appropriate support
- To co-ordinate and circulate the Extra Curricular Activity program by collating information, checking for updates and publishing to parents and students via appropriate channels
- Where appropriate, and under direction from the staff member responsible help monitor the student medical cupboard ensuring appropriate consent forms and ensuring medication is in date as well as maintaining school First Aid supplies

Safeguarding and Compliance

- Follow all school safeguarding, health and safety, GDPR and confidentiality procedures.
- Ensure all visitors comply with safeguarding requirements.
- Maintain confidentiality regarding pupils, staff and school information at all times.
- Undertake other such reasonable duties as may be required from time to time
- Work towards and support the school's vision and objectives

First Aid

- To undertake the role of a First Aider as part of the school's First Aid Team, providing first aid assistance and responding promptly to incidents across the school (Full training will be provided).

Budget Management

- None

People Management

- None

General Requirements:

All Elm Tree Multi Academy Trust staff are expected to:

- Maintain confidentiality according to organisation and legal requirements
- Uphold school policies, routines and codes of conduct as set out in the Staff Behaviour Policy or other documentation made available to staff
- Undertake other such reasonable duties as may be required from time to time
- Work towards and support the Trust's vision and objectives
- Be aware of, and follow the Safeguarding and Child Protection Policy
- Support and contribute to the school's responsibility for safeguarding students
- Work within the school's Health and Safety Policy to ensure a safe working environment for staff, students and visitors
- Maintain high professional standards of attendance, punctuality, appearance and conduct, and promote positive and courteous working relationships with students, parents and colleagues
- Engage actively in the performance review process
- Show a willingness to undertake training and professional development either in-house or externally

Context of Post

This post should be seen in the context of the School Improvement Plan, the Aims and Values of the school, and the latest OFSTED Inspection Report.

Renegotiation

Elements of this Job Description may be renegotiated at the request of either party and with the agreement of both.

Safeguarding Statement

Elm Tree Multi Academy Trust 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

Skills & Knowledge:

	Essential	Desirable
Excellent communication skills, both verbal and written	✓	
Able to work under pressure, remain calm and prioritise tasks	✓	
Excellent attention to detail to ensure accuracy	✓	
Working knowledge of common ICT applications, e.g. Microsoft Word, Excel and Outlook	✓	
Able to be tactful and diplomatic, understanding the need for confidentiality	✓	
Able to inspire confidence with parents, visitors and staff through providing a safe, reliable and professional service	✓	

Qualifications & Attainment:

	Essential	Desirable
Educated to at least grade 4/C 'GCSE' level including English & Maths	✓	
Educated to at BTEC Level 3/ A-Level or equivalent		✓

Experience:

	Essential	Desirable
Experience in the use of ICT, e.g. Microsoft Word, Excel and Outlook	✓	
Experience of working effectively in a fast-paced environment	✓	
Able to use experience and skills to solve problems quickly and effectively for all involved	✓	
Able to resolve conflict and deal with complaints effectively	✓	
Be proactive in helping the team out and taking steps to implement improvements when required	✓	
Experience working with confidential data	✓	
Experience of SIMS, Go4Schools, or other school-based software		✓
Working as part of a team		✓
Working with young people of secondary age		✓
Experience of working with members of the public		✓

Attitude & Approach:

	Essential	Desirable
Able to form good working relationships with colleagues, and to relate appropriately to students	✓	
Committed to safeguarding and promoting the welfare of young people	✓	
Willing and able to work independently and as part of a team	✓	
Flexible and adaptable	✓	
Confident and personable	✓	
Able and willing to acquire new skills and committed to own professional development and to undertaking appropriate training	✓	
Able to maintain confidentiality	✓	
Able to show initiative and problem solve	✓	
Smart and well-presented in appearance	✓	

How To Apply

Closing Date:	Friday 6th November 2026 at 9:00am
Interviews:	Interviews are expected to take place shortly after the closing date; however, we may interview candidates on application. Therefore, we encourage you to apply at your earliest opportunity.

All applications must be completed and submitted online or by emailing to:

hr@etmat.co.uk

Alternatively post your application to:

**Human Resources
North Leamington School
Sandy Lane
Blackdown
Leamington Spa
CV32 6RD**

Alternatively, you can apply via the TES portal online.

If you have any queries regarding the application process, please contact Brian Langley - Trust HR Manager or Eleanor Hancox - HR Officer on:

T: 01926 338711 Ext 8488 / Ext 8408

E: hr@etmat.co.uk

Elm Tree Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All appointments are made subject to receipt of a completed application form, satisfactory references, an enhanced DBS disclosure, online search checks and the right to work in the UK.