Transforming Lives
EDUCATIONAL TRUST



Henry Hinde School Receptionist

Job Description and Person Specification

Welcome from the Head of School

As the newly appointed Head of School, it is a privilege to welcome you to an exciting new chapter for Henry Hinde School. This year marks a significant milestone as we officially open as Henry Hinde School – our brand-new all-through primary, bringing together our Infant and Junior sites as one united school community. This is a moment of real pride for us, and we are looking for individuals with the drive, vision, and commitment to help shape this next stage of our journey.

At Henry Hinde School, everybody counts. Staff and pupils often speak about the vibrant culture and the support they receive from one another — we truly are a community. Our key aim is to equip our children for a world of possibilities, ensuring they leave us with the skills, confidence, and character to make meaningful choices about their future. We strive to encourage our children to show pride in their learning, a value that sits at the heart of our learning behaviours and underpins everything we do.

As a Trust, our focus is to create the right environment for our academies to thrive. At Henry Hinde School, our ambitions to nurture potential, inspire community, and deliver excellence are deeply rooted in the very core of the school. We are seeking individuals who resonate with this vision — people dedicated to ensuring that every staff member and pupil has the opportunities they need to maximise their potential in all aspects of school life.

You are looking for the right school in which to develop and progress, to contribute to the success of others, and to receive the support that enables you to feel fulfilled in your role. We hope you agree that Henry Hinde School is exactly that kind of school. It is an exciting time for us as we build on our successes, and we are eager to welcome someone who shares our commitment, resilience, and passion for excellence.

We warmly welcome visits to Henry Hinde School prior to application because we are proud that:

- Our pupils are motivated and want to succeed
- The variety of opportunities within and beyond the classroom allows every child to develop their interests and skills
- We are part of a values-led trust — Transforming Lives Educational Trust — and benefit from the care, support, and opportunities it provides for pupils, staff, and the wider community

If you want to be part of a dynamic team, contribute to our excellence, and hold high aspirations for young people, then Henry Hinde School is the right place for you.

We look forward to meeting you, so that you too can experience our wonderful school and its vibrant, ambitious community.

Mrs Mandeep Mann
Head of School

About the Role

Thank you for your interest in the position of School Receptionist at Transforming Lives Educational Trust, based within Henry Hinde School.

This pack has been designed to help you should you choose to submit an application to us, which we sincerely hope you do. The pack aims to answer all your initial questions, but if not, please do not hesitate to contact us. It is extremely important to us that you feel comfortable and confident to proceed with your application as we aim to make the very best appointment possible.

So, who are we looking for?

First and foremost, you are an experienced receptionist or have other relevant administrative support experience.

You will possess exceptional organisation skills, be thorough with an attention to detail; you will have a warm and welcoming demeanor, presenting yourself with confidence and approachability. You will have a natural ability to problem solve and to pre-empt the needs of others. You thrive in an innovative working environment, build highly effective relationships, and show sensitivity towards the needs of others within an educational environment.

Above all, at your core is a strong moral purpose to provide the best daily deal for all stakeholders, but especially for the children and young people whom we serve.

We will offer you the opportunity to:

- work in a rapidly improving, popular and forward looking school;
- work with deeply skilled people who are whole-heartedly committed to the success of the whole team;
- develop your skills within a community who are deeply committed to improving the life chances of children and their families;
- develop professionally through individually tailored professional development.

The successful candidate will be able to communicate clearly and effectively with staff, pupils and parents.

About Henry Hinde School

Our aim is to enable all students to achieve their potential academically and personally, regardless of ability or disability. We aim to increase whole school and community awareness of the importance of quality and equity of opportunity for all students and

are committed to providing an integrated and inclusive curriculum to meet individual needs, promoting positive achievement and independence for all.

Why work for Henry Hinde School?

- We enjoy an excellent reputation in our local community
- You'll be working within a team of passionate, committed colleagues who genuinely support each other, and as part of our Trust family of colleagues where the sharing of expertise in the norm.
- Excellent opportunities to professionally develop and grow in the successful and expanding Transforming Lives Educational Trust, a growing Multi-academy Trust based within the local community.

What next?

We want to hear from you if you are as excited as we are about this fresh opportunity within our successful and growing Trust. In return, we can offer the right candidate the chance to work within our innovative and forward-thinking Trust as well as offering excellent professional development and progression.

We encourage you to consider the information in this pack carefully and use it to picture yourself within the role at Henry Hinde School. Should you wish to discuss any element of the pack in more detail, please don't hesitate to contact us. We look forward to receiving your application, details on how to apply can be found at the end of this pack.

Job Description

Academy/College:	Henry Hinde School
Job Title:	Receptionist
Start Date:	1st January 2027 – subject to vetting
Salary:	NJC Pay Range 5 NJC05 to NJC06 £26,427.00 to £26,847.00 FTE £13,745.72 to £13,964.18 Actual
Contract	Permanent 38 Weeks (term time) plus 5 days 22.5 hours per week, Monday to Friday 8.30am to 1.00pm
Responsible to:	Administrator and the Head of School
Key relationships/Liaison with:	Pupils Parents / Carers All Staff
Job purpose:	The purpose of the Administrative Assistant role is to support the Administrator to ensure the smooth, efficient running of the school office through accurate attendance management, high-quality administrative support and effective communication with pupils, parents and staff. It also exists to maintain secure records and support key functions such as safeguarding, SEND, governance and daily operational systems so the school can deliver the best daily deal for children.

MAIN ROLE AND RESPONSIBILITIES:

The postholder will assist in the following responsibilities and is accountable for:

Office Duties

- Process and record pupil attendance, including daily checks, follow-up calls, late arrivals and pupils leaving site.
- Maintain confidential pupil records, ensuring all information is accurate, secure and up to date.
- Act as first point of contact for pupils, parents and visitors, providing a warm, professional and supportive front-of-house service.
- Handle incoming emails and enquiries, distributing information appropriately and preparing documents, registers and routine forms.

- Prepare documents and registers for distribution.
- Support SEND administration, including maintaining SENDCO paperwork, updating records and organising planned-over tasks.
- Provide administrative support for governance processes, including preparing and filing paperwork linked to suspensions, exclusions and complaints.
- Process and record exclusions and suspensions.
- Working knowledge of multiple admin systems and school based platforms (eg, MIS, Parentmail, Studybugs, CPOMS)

Records

- Assist in maintaining accurate attendance and punctuality records using manual and electronic systems, ensuring ongoing monitoring for all pupils.
- Administer daily attendance procedures, including checking absence messages, contacting families and updating MIS systems.
- Keep accurate records of lunch orders and provide accurate information to the kitchen team.
- Prepare attendance certificates and reports via MIS reporting tools.

Other Duties

- Liaise with parents regarding pupil illness, collection or welfare concerns.
- Carry out additional administrative tasks as required to support the effective running of the school.

This job description sets out the duties and responsibilities of the post at the time it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Person Specification

Job Title: Receptionist
Responsible to: Administrator and the Head of School

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all staff, children, and young people, and to be committed to promoting diversity and inclusion.

Specification	Essential	Desirable
Qualifications/ Training	• Maths & English GCSE 4 or above (or equivalent) • A good working knowledge of computer software packages including Microsoft Word, Excel and Outlook	• Knowledge of safeguarding • CPOMS software training • Attendance administration training • Trained on SIMs software
Experience	• Administrative experience • Successful development and monitoring of administrative procedures and processes	• Relevant experience working in a school or business administration environment • Experience of a high degree of professional autonomy in relation to the key areas of school administration
Knowledge/Skills (Ability to)	• Excellent numeracy and literacy skills • Excellent organisational skills • Effective verbal and written communication skills • Good time management skills • Ability to organise own workload and determine priorities within the working day	• Working knowledge of relevant policies / procedures / codes of practice / legislation, including Data Protection and Child Protection • Ability to resolve complex problems, some of which are not covered by existing rules, procedures or instructions • Produce and process data and documents to ensure

	• Ability to handle sensitive and confidential information and issues appropriately. • Ability to self-evaluate learning needs and actively seek CPD • Ability to work independently and as part of a team. • To establish good working relationships at all levels – pupils, teachers, SLT, Governors, board of trustees, parents/carers, outside agencies, etc.	accurate reports and information
Personal Qualities	• Creative, enthusiastic and proactive, keen to embrace new ideas and challenges • An excellent communicator with strong inter-personal skills • Is approachable, caring and empathetic • Works well as part of a team • Shows a high level of enthusiasm, commitment and determination • Has professional integrity, even in times of pressure • Is flexible and listens • Is prepared to seek advice and support • Confidentiality, commitment and loyalty	

	• Self-motivated, shows initiative and able to priorities and manage time effectively	

How to Visit and Apply

Please read the information in this pack. If you are interested in this job opportunity, please apply by downloading the application form from our website (www.tlet.org.uk). Completed application forms should be emailed to careers@tlet.org.uk or posted to:

HR Department (Careers)
c/o Houlton School
Signal Drive
Houlton
Rugby
Warwickshire
CV23 1ED

If you have any questions about the role or would like to visit Transforming Lives Educational Trust or one of our Academies, please don't hesitate to contact us by emailing careers@tlet.org.uk or selecting option 1 on our telephone menu – 01788 593900.

If you decide to apply, you should include a supporting statement with your application form (either within the application or as a covering letter) on no more than two sides of A4, giving your reasons for applying for the post, addressing information you have read in the pack and particularly the person specification, and outline any relevant experience and personal qualities you would bring to the Trust.

Please do not send a general letter; we are really looking for someone who is prepared to respond to us as an individual Trust. You can be sure that we will take time and care in reading your letter; we appreciate how much time and energy goes into writing it.

Recruitment Timeline

- **Position advertised:** 13 November 2026
- **Closing date:** 07 December 2026 (9am)
- **Final shortlisting:** 07 December 2026
- **Final panel process:** 14 December 2026