



Ashlawn School
Receptionist inc. On Call
Job Description and Person Specification



ASHLAWN
SCHOOL

Welcome from the Principal

As the recently appointed Principal of Ashlawn School, anticipating a new challenge and opportunity is always exciting. It is important to recognise that recruitment is a two-way process.

Our focus, as a Trust, is to provide the right environment for our academies to thrive in. At Ashlawn, our ambitions of nurturing potential, inspiring community, and delivering excellence are deeply rooted in the very core of the school. We are seeking an individual who resonates with our vision, someone dedicated to ensuring that every staff member and student has the opportunities needed to maximise their potential in all aspects.

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 you need to feel fulfilled in your role. We hope that you agree that Ashlawn is exactly that kind of school. It's an exciting time for us as we strive to build on our successes, and we are on the lookout for an individual who shares the commitment and resilience to support this goal.

We welcome visits to Ashlawn prior to application because we are proud that:

- Our students are motivated and want to succeed
- Behaviour is excellent
- The variety of opportunities both within and out of the classroom provides all students with the opportunity to develop their interests and skills in a wide range of areas

At Ashlawn School, everybody counts. Staff and students will talk about the vibrant culture and support they get from each other – we truly are a community. Our key aim is to give every child the opportunity to flourish and develop into life-long learners, engaged in the world around them and ready to take their place in the world as resilient, caring, disciplined, well-educated and employable adults.

If you want to be part of a dynamic team, contribute to our excellent standards, and have high aspirations for young people, then Ashlawn School is the right school for you!

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

Paul Brockwell
Executive Principal

About the Role

Thank you for your interest in the position of Receptionist at Ashlawn 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 enough to proceed with your application, as we aim to make the very best appointment possible.

So, who are we looking for?

Ashlawn School is recruiting an experienced receptionist/administrator, with a real can-do attitude to work across two busy and fast paced departments, Reception & Student Services. You will play a crucial role in providing a professional and friendly front-line service and will be the first point of contact for students, staff, and visitors, helping them with their enquiries and ensuring a positive experience. You will be responsible for a wide range of administrative duties which will include updating records, managing communications and liaising with various people both in person, by phone, radio and email.

This is a hands-on role working to established processes/procedures and without close supervision, other than that provided through working arrangements, methods and procedures. Experienced in both administration and reception, you actively seek out ways of improving your own performance and that of others and are a real self-starter.

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 Ashlawn?

- A large bi-lateral school committed to supporting all members of the school community to succeed
- You'll be working within a community of passionate, committed colleagues who genuinely support each other
- A staff wellbeing team implements various strategies to boost staff engagement including various activities, events, conferences, and many other staff benefits
- Excellent opportunities to develop and grow in the successful and expanding Transforming Lives Educational Trust, a growing Multi-academy Trust based within the local community
- To be part of an 11-18 provision with opportunities to teach in the sixth form

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 Ashlawn. 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 below.

Job Description

Academy/College:	Ashlawn School
Job Title:	Receptionist inc. On Call
Contract	Support Staff Terms and Conditions Monday to Friday 37 hours Term Time + 5 days NJC05 to NJC06 £25,583.00 FTE to £25,989.00 FTE £21,784.15 to £22,229.43 Actual
Responsible to:	Cover Manager
Key relationships/Liaison with:	All students, staff & visitors at Ashlawn School All staff at Ashlawn School represent the values, ethos and practice of the school to all of its stakeholders and wider community
Job purpose:	Responsible for the Administration within Student Services and day-to-day cover of the school's main reception

MAIN ROLE AND RESPONSIBILITIES:

Reception:

- Providing a 5* welcome
- Ensure reception area is welcoming and tidy
- Operating switchboard
- Receive visitors and deliveries/goods, dealing with associated administration (security badges, signing delivery notes)
- Deal with routine enquiries, providing general information about the school and its activities – in person, by phone and email
- Book meeting rooms as required
- Update SCR for all Agency and Contractors on site
- Notifying relevant staff of safeguarding callouts
- Take minutes of meetings as required
- Lock all filing cabinets and ensure safe storage of keys
- All general duties as required to the level of the post, which may be required by the line manager

- Assist in the absence of colleagues
- Be aware of and comply with the safeguarding policy, code of conduct, regulations and policies of the school and its commitment to equal opportunities

Office/On Call Duties:

- Handle incoming mail, ensuring appropriate distribution
- Handle outgoing mail, franking and posting, maintaining records of postage
- Ensure supply of and maintain stationery and office supplies
- Notification of absences to appropriate department
- Undertake word processing, generating standard letters
- Be a first point of contact for students requiring help/support and referring them to other appropriate staff in school as required
- Update systems, maintain records/files/databases, inputting and retrieving information
- Administer sign out slips to students
- Contact parents via Edulink and phone as required
- Monitor & manage call outs on Edulink as required
- Communicate with call out staff & relay accurate information
- Track CCTV when required
- Provide administrative support as required
- Ensure the office is tidy and presentable & complying with data protection law

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.

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: Cover Manager

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	Educated to at least GCSE 4 or higher, in English and Maths to be able to write routine letters, take minutes, work with databases and maintain records	NVQ3 or equivalent in related field e.g. NVQ3 in Business Administration (or working towards)
Experience	Reception and / or administration in a busy working environment	Understanding school processes and organisation
Knowledge/Skills (Ability to)	- Able to communicate and exchange information, verbally and in writing, with a range of audiences - Good knowledge of the school, its organisation, activities and policies or the ability to gain that knowledge - Can undertake straightforward calculations, maintain records and read and write messages and instructions - Competent in use of software and office equipment - Can operate a computer and have sound word processing skills - Able to undertake routine work or work within established procedures but without close supervision - Can solve straightforward problems - Able to make some decisions involving the use of judgement - Can maintain confidentiality at all times – recognises privileged position with access to pupil, parent and staff information.	

	• Understands the need for professional relationships within the school • Good organisational skills • Be able to stay calm and (on occasion) deal with difficult or aggressive visitors	
Personal Qualities	• Calm and confident • Flexible and adapt to change and new technology • Reliable with good time management skills • Professional and confident • A positive and flexible attitude • Excellent attendance and punctuality • Commitment to and evidence of promoting all areas of safeguarding, pupil welfare, and health and safety at work	

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

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| • Position advertised: | 18 August 2026 |
| • Closing date: | 02 September 2026 |
| • Final shortlisting: | TBC |
| • Final panel process: | TBC |