



Houlton School
Front of House Receptionist
NJC 05-06

Term time only + 5 days

£23,500.00 FTE to £23,893.00 FTE / £20,372.12 Actual to £20,712.81 Actual



Job Description and Person Specification

Welcome from the Principal

It is my great pleasure to welcome you to our Houlton family, where **innovation, aspiration and excellence** are at the heart of all we do. As Ofsted noted when they visited us in 2021, we '...place spiritual, moral, social and cultural education at the heart of the curriculum so that **pupils flourish and are well prepared for life beyond school.**' They then returned to visit in 2024, further noting that, '**Houlton School is aspirational for all its pupils...**it wants all pupils to achieve well academically and be ready for life in the wider world.'

We proudly encourage pupils to consider themselves to have joined the unique experience of the '**Houlton family**'. Dr Maya Angelou once wrote that, '...family isn't always blood; it's **the people in your life who want you in theirs: the ones who accept you for who you are,** the ones who would do anything to see you smile and who love you no matter what.' This underpins our approach at Houlton, where difference is celebrated as integral to our supportive, wider community.

We have the privilege of occupying the Grade II historic listed buildings that previously housed Rugby International Radio Station. Inspired by our heritage, we enjoy our very own Communications Centre, fully resourced with a library and **professional radio and television broadcasting station**, allowing us to continue the historic legacy of our campus. Some established schools are lucky to be provided with refreshed, enhanced facilities in one or two specialist subject areas, such as the Arts or STEM; however, our pupils enjoy state-of-the-art facilities alongside stunning heritage buildings across the **entire curriculum**. Our 20-acre campus provides a truly exceptional school experience for our pupils: a genuinely inspirational setting for them to learn and grow. Our brand-new facilities on campus include a **purpose-built Sports England compliant Sports Centre**, dance, acting and fitness studios, STEM and computing facilities. Our pupils also have access to incredible art studios with a photography dark room and kiln for those children who like to be creative. Then there's the wonderful '**Power Hall Refectory**' that pupils can use before school, at break and at lunchtimes, formerly the engine room of our campus and now fuelling pupils' learning each day.

At Houlton School we have the highest expectations of our pupils: **excellence** is expected in all aspects of behaviour and attitudes, and pupils will be expected to always do their very best.

I strongly recommend that potential applicants come and pay us a visit to see what a fantastic place this is to work and learn; I have every confidence that if you do, you'll want to support us in the next, exciting phase of our expansion as a community.



Michael McCulley
Principal



About the Role

Thank you for your interest in the position of Front of House Receptionist at Houlton 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?

Houlton launches its next cohort of 180 pupils in September 2024, meaning we are now recruiting a Front of House Receptionist to support the further expansion of our academy. You will join a passionate team of teachers and associate staff who are committed to providing a World Class experience for all our pupils. You will be an excellent administrator who has the ability to inspire, motivate, challenge and support those around you. It is very important to us at Houlton School that all of our staff feel valued, listened to and mentored well so that they have opportunities to develop.

The successful candidate will enjoy support and guidance from a friendly team who work together and aim to give the best possible educational experience for their pupils. The post is very rewarding and is ideal for people who have experience or who are looking to move into this role.

The Transforming Lives Educational Trust is growing and there is great opportunity for progression. If you are a passionate administrator please apply now to be considered for an interview.

Why work for Houlton?

- A caring school on a 20-acre, green-field campus that is small enough to know every pupil's name and story, yet large enough to offer an exciting breadth of curriculum, including our brand new Sixth Form, which launches in September 2026.
- You'll be working within a community of passionate, committed colleagues who genuinely support each other.
- A staff well-being 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 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 Houlton. 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:	Houlton School
Job Title:	Front of House Receptionist
Salary	NJC05-06 - £23,500.00 FTE to £23,893.00 FTE £20,372.12 Actual to £20,712.81 Actual
Contract	FT Permanent (8.00 – 4.00pm, 37.5 hrs pw) Term Time Only + Five Days
Start Date	1 September 2024 (<i>negotiable to accommodate notice periods</i>)
Responsible to:	Executive Officer Manager
Key relationships/Liaison with:	SLT / Staff Pupils Parents External Agencies
Job purpose:	To provide a warm and efficient welcome to visitors to the academy in person and on the phone whilst upholding the highest standards of safeguarding to our young people
MAIN ROLE AND RESPONSIBILITIES:	
<ul style="list-style-type: none"> • Greeting visitors in person and on the phone • Advising pupils • Answering phone calls, passing on messages • Visitor management (DBS compliance) • Ordering of Stationery • Checking hello@, responding to emails and passing them on • Checking DBS details carefully / maintaining visitor logs • Keeping the waiting room/visitor meeting room tidy • Answering the gate calls • Taking delivery of parcels • Taking delivery of post, sorting and distributing post • Receiving on-call requests • Passing on on-call requests • Logging on-calls 	

- Sending Edulink messages to parents
- Checking ParentPay low balances and emailing parents to top up
- Printing
- Fire Marshall
- ParentPay/Edulink
- Any other duties deemed reasonable by the Principal of the academy.

Please note that all business support roles work to a matrix of business needs; therefore, the specific duties associated with this post are subject to change in accordance with business needs under the direction of the Executive Office Manager.

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: Front of House Receptionist
Responsible to: Executive Office 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	<ul style="list-style-type: none"> Maths & English GCSE 4 (C) or above 	<ul style="list-style-type: none"> Knowledge of school or similar environment Training in working with School Information Management Systems (e.g. SIMS) Further qualifications and training in business support functions
Experience	<ul style="list-style-type: none"> ICT proficiency in computer software packages including Microsoft Word, Excel 	<ul style="list-style-type: none"> Experience of working in an education setting Experience of working with young people in a relevant professional environment (education, youth, health, social work)
Knowledge/Skills (Ability to)	<ul style="list-style-type: none"> High level written communication and interpersonal skills Ability to manage and promote good behaviour in others Use of initiative Willingness to undertake appropriate professional development Good time management skills Ability to handle sensitive and confidential information and issues appropriately Ability to self-evaluate learning needs and actively seek CPD Ability to work independently 	<ul style="list-style-type: none"> A good working knowledge of Google Workspace Knowledge of Edulink
Personal Qualities	<ul style="list-style-type: none"> Understanding of confidentiality required for this support role Calm Confident 	

	<ul style="list-style-type: none">• Flexible• Reliable• Professional and confident• Team player	
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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:	23 July 2024
Closing date:	05 August 2024
Final shortlisting:	05 August 2024
Final panel process:	07 August 2024