

# Receptionist

## Candidate Information Pack

**Closing Date: 12.00pm, Friday 10<sup>th</sup> April 2026**



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# Welcome from the CEO

Dear Applicant,

I am immensely proud to be Chief Executive of Spark Education Trust. We are a recently merged Trust comprising 4 secondary and 11 primary schools located across the Tees Valley and we provide opportunities for children and young people to reach their full potential, whatever their starting point. We know that this is best achieved in encouraging environments where mutual and self-respect is promoted. We want to grow confident young people able to work independently and think creatively in a fast-changing world.

We have high expectations for everyone, aspiring to excellence in teaching and achieving impressive standards is all areas of school life. Success beyond the classroom in sport and the arts are features of life across our Trust.

For our staff we provide positive working environments, a commitment to the highest quality professional development, opportunities to collaborate to create excellence and encouragement to forge career success.

Trustees, governors and leaders collaborate closely to ensure excellence in all aspects of Spark Education Trust. Our core values are mutual respect, hearty collaboration and courageous ambition and these drive our work ensuring that Spark schools are wonderful places to work.



Louise Spellman



# Welcome from the Head of School

Dear Applicant,

Thank you for considering applying for the position at Conyers School and Sixth Form College. We are so very proud of our school and we are thrilled that you have taken an interest in being part of the team.

Conyers is a thriving and fully inclusive 11-18 comprehensive school, home to over 1300 students. We are proud of our strong, destination-driven curriculum, which enriches learning within and beyond the classroom. Our mission is simple: to provide every student with the opportunity to realise their potential, both professionally and personally, so they can secure meaningful destinations and positively contribute to the world they live in.

At Conyers, we aim for academic excellence through outstanding teaching and high expectations for all students. We celebrate achievement not only in examination results but also in the arts, sports, music, and drama, which play essential roles in our curriculum.

Our curriculum is founded on high expectations, strong values, and positivity, all underpinned by our principles: Ready, Respect, Safe. With a focus on perseverance, we help students build the resilience needed to navigate life challenges.

Our goal is to prepare students for an ever-evolving world. We aim to equip them to contribute as well-rounded, digitally resilient individuals. By fostering curiosity and reflection, we cultivate lifelong learners immersed in a rich, broad curriculum that expands their horizons and builds independence, determination, creativity, and confidence.

Our motto, 'through perseverance,' is at the heart of our community. It represents our commitment to kindness, mutual support, and environmental care. This ethos defines the Conyers culture we embrace every day.

We are excited to welcome an inspirational and passionate individual to join our dedicated staff, supporting exceptional outcomes and preparing students for life beyond school.

If our vision resonates with you, and you would like to join a truly exceptional team, we would be delighted to receive your application.

Thank you.

Chris Coleman  
Head of School

# Receptionist

**Job Title: Receptionist**

**Location:** Conyers School (Yarm)

**Start Date:** As Soon As Possible

**Actual Salary:** £22,314 - £22,821 (Grade D, SCP 4)

**Hours of Work:** 37 hours per week, term time plus 10 days (8.00am to 4.00pm, Monday to Thursday, 8.00am to 3.30pm Friday)

**Contract Type:** Permanent

**Closing Date:** 12.00pm, Friday 10<sup>th</sup> April 2026

**Interviews:** w/c Monday 20<sup>th</sup> April 2026

**About the Role**

Join an exceptional team at Conyers – a thriving, positive school where your work makes a real difference to our young people and the wider community. At Conyers, we focus on recognising effort, rewarding success, and nurturing perseverance.

We are seeking to appoint an experienced and committed Receptionist who will embrace an inclusive attitude to education, is looking for a new challenge and wants to be part of driving continued improvements in our school.

**What we have:**

- A positive and caring ethos and working atmosphere
- Friendly children, eager to learn and achieve
- An aspirational curriculum for all students
- A committed, enthusiastic and supportive staff team
- Excellent support from the Governing Body, the staff and parents/carers
- Opportunities for career development

**The successful candidate must have:**

- A calm, understanding, and friendly personality
- A professional, nurturing, and resilient approach
- A professional and welcoming manner when interacting with visitors, parents, and students
- The ability to manage incoming calls, emails, and enquiries efficiently
- The confidence to handle sensitive and, at times, challenging situations with discretion and professionalism
- Strong administrative skills, including maintaining accurate records and supporting day-to-day office tasks

**Key Skills & Qualities:**

- Strong interpersonal and communication skills
- Ability to remain calm under pressure and handle challenging conversations confidently
- Resilient and emotionally intelligent, with a professional and composed approach
- Able to manage difficult or demanding interactions in a firm but courteous manner
- Highly organised with good attention to detail

**Additional Information:**

This role involves regular interaction with parents and members of the public. The successful candidate must be confident in managing a wide range of behaviours and maintaining professionalism at all times, even in challenging situations.

Job Purpose: As outlined in the Job Description and Person Specification

**Core Duties and Responsibilities:**

The School Receptionist is the first point of contact for visitors to the school, including parents, staff, and pupils. As the 'face' of the school, the receptionist must be welcoming, personable, and helpful, and able to represent the school in a consistently professional and friendly manner.

The role requires a well-organised individual who can multitask effectively, work flexibly, and demonstrate a proactive 'can do' approach. The successful candidate must also be confident in managing a wide range of enquiries and interactions, maintaining professionalism and composure at all times.

In addition, the receptionist will support a variety of administrative duties and must therefore possess a good level of IT skills and attention to detail.

Why Work With Us? We value our staff and offer:

- A digitally innovative iPads for Learning school with excellent facilities.
- A collaborative and supportive team ethos across the school.
- A strong focus on staff wellbeing, with events and activities throughout the year.
- Free annual flu vaccination voucher.

Come and be part of something special. At Conyers, we develop independent, determined students who are confident, creative, and empathetic. Together, we make a positive difference.

Key information about the role, including key experiences and skills required for the role.

### **About Us**

We are a recently merged Trust, Spark Education Trust which currently consists of 11 Primary Schools and 4 Secondary Schools. The Spark Education Trust can offer you a professional challenge and a rewarding opportunity, working with collaborative schools that are passionate about the progress and development of every student.

### **What we have:**

- A positive and caring ethos and working atmosphere
- Friendly children, eager to learn and achieve
- An aspirational curriculum for all students
- A committed, enthusiastic and supportive staff team
- Excellent support from the Governing Body, the staff and parents/carers
- Opportunities for career development

For further details on us as an organisation, please click [here](#).

For further information on the school, please click [here](#).

### **How to Apply**

Please make sure that the application form is completed and returned via email to [snicholson@conyers.org.uk](mailto:snicholson@conyers.org.uk), addressed to Mr C Coleman, Head of School.

Please note that feedback will only be given to shortlisted candidates, if you do not receive an invite to interview within 30 days of the advert's closing date assume that you have been unsuccessful in your application for this post.

### **Safeguarding Notice**

The Spark Education Trust is committed to safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed. This post is subject to an enhanced DBS check. The post you are applying for is exempt from the rehabilitation of offender's act 1974. We will also carry out an online search on shortlisted candidates to help identify any incidents or issues that are publicly available online.

Conyers School and Sixth Form College is committed to safeguarding, for further information on the school's Safeguarding and Child Protection Policy please click [here](#).

# Job Description

<b>Post Title:</b>	Receptionist
<b>Grade:</b>	Grade D (SCP 4)
<b>Hours:</b>	37 hours per week (term time plus 10 additional days)
<b>Responsible to:</b>	School Admin Manager

## Job Purpose

The School Receptionist is the first point of contact for all visitors to the school, including parents, staff, and pupils. As the 'face' of the school, the postholder must provide a warm, welcoming, and professional service at all times, creating a positive first impression.

The role requires a highly organised and adaptable individual who can manage multiple tasks efficiently, work flexibly, and demonstrate a proactive, 'can do' attitude. The successful candidate must have a strong and resilient personality, able to remain calm and professional in challenging situations, including interactions with demanding or difficult parents and visitors.

In addition, the role involves providing administrative support across the school and therefore requires strong IT skills and a high level of accuracy and attention to detail.

## Main Duties and Responsibilities

- Provide a warm and professional reception service, greeting all parents, pupils, staff, and visitors, ensuring a positive experience
  - Manage the signing in and out of all visitors, ensuring safeguarding procedures are followed, including issuing visitor badges
  - Handle and direct enquiries from pupils, parents, staff, visitors, and external agencies with discretion, professionalism, and confidence; refer matters where appropriate
  - Answer incoming telephone calls promptly, transfer calls, take accurate messages, and ensure urgent information is communicated efficiently and confidentially
  - Monitor, filter, and forward incoming emails to relevant staff
  - Sort and distribute incoming post and prepare outgoing mail, maintaining adequate supplies of postage
  - Receive and sign for deliveries, maintaining accurate records, including for confidential items such as examination materials
  - Arrange and book transport for school trips and sporting fixtures as required
  - Monitor and maintain adequate stock levels of stationery for the main office and reception
  - Maintain and update school information systems and databases accurately
  - Support the preparation and distribution of communications to parents and carers
  - Provide general administrative support, including document preparation (e.g. laminating, binding, newsletters, bulletins)
  - Provide reprographics support as required
  - Ensure internal communication systems, such as pigeonholes and tutor folders, are kept up to date
  - Maintain accurate and accessible fire registers for pupils and staff
- Ensure the reception area is tidy, presentable, and well-maintained at all times

## General Responsibilities (all staff)

All staff at Conyers School are expected to:

- Comply with all policies and procedures relating to safeguarding, child protection, health and safety, and confidentiality
- Promote inclusion and support equal opportunities for all pupils
- Build positive relationships with colleagues, external professionals, and agencies

- Contribute to the wider ethos, aims, and values of the school
- Maintain high professional standards of conduct, appearance, and reliability
- Attend meetings and participate in training and professional development as required
- Use individual strengths to support colleagues and contribute to team effectiveness
- Take responsibility for health and safety and act appropriately at all times
- Promote equality and challenge discriminatory behaviour

### **Safeguarding – Promoting the Welfare of Children and Young People**

- To demonstrate a commitment to safeguarding and promoting the welfare of children and young people, staff and volunteers.
- To demonstrate a thorough understanding of safeguarding and safer recruitment policies and procedures, and their application within an educational setting/environment.

This job description outlines the main responsibilities of the role and is not intended to be exhaustive. The postholder may be required to undertake any duties reasonably associated with the role, or as directed by the School Systems Manager or other designated staff.

# Person Specification

**Post Title:** Receptionist  
**Grade:** Grade D (SCP 4)  
**Hours:** 37 hours per week (term time plus 10 additional days)  
**Responsible to:** School Admin Manager

	<b>Essential</b>	<b>Desirable</b>
<b>QUALIFICATIONS/TRAINING</b>	<ul style="list-style-type: none"> <li>• Minimum GCSE English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>• Training in the use of Arbor</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous experience of working in reception</li> <li>• Experience of working as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an educational/institutional environment</li> <li>• Experience of working with management information systems (MIS) and/or databases</li> <li>• Experience in a customer facing role</li> </ul>
<b>SKILLS/KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and team work skills with the ability to enthuse and motivate others</li> <li>• Excellent communication (written and oral) skills</li> <li>• Good planning and organisational skills and flexible approach to the management of work</li> <li>• Advanced use of ICT in particular all elements of Microsoft office and other relevant computer software, e.g., Arbor, internet, Google Drive and email (training will be provided to for school specific software as necessary)</li> <li>• Produce work of a high standard, with accuracy and attention to detail</li> <li>• Ability to work as part of a team and on own initiative and with resilience in a busy and sometimes demanding environment</li> <li>• Self-motivated with the ability to multi-task</li> </ul>	
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Friendly and approachable manner</li> <li>• Self-motivated</li> <li>• Reliable and punctual</li> <li>• Flexible</li> <li>• A commitment to working as part of the whole school team and supporting the vision and aims of the school</li> <li>• Strong and resilient personality, able to remain calm and professional in challenging situations, including interactions with demanding or difficult parents and visitors</li> </ul>	

# How to Apply

Application forms and further details are available on the Trust's website -

[www.sparkeducationtrust.org.uk](http://www.sparkeducationtrust.org.uk)

Please make sure that the application form is completed and returned via email to [snicholson@conyers.org.uk](mailto:snicholson@conyers.org.uk), addressed to Mr C Coleman, Head of School.

Applications submitted on anything other than the official application form and applications from agencies will not be accepted.

## Confidential References

Two referees should be nominated, including one from your current/most recent employer - Those from an education setting must provide the Headteacher as one of their references or to be signed and checked by the Headteacher.

## Job Description

Details the main responsibilities for this post and the personal and professional qualities required.

## Person Specification

Sets out the criteria to be used for the shortlisting process.

**Closing date: 12.00pm, Friday 10<sup>th</sup> April 2026**

**Interviews to be held: w/c Monday 20<sup>th</sup> April 2026**

# Employee Benefits

## Wellbeing

Free and confidential support.

Up to six sessions of structured counselling, if recommended.

## Pensions

All eligible staff automatically join either The Teachers Pension Scheme or the Local Government Pension Scheme upon the start of their employment.

As members of these schemes, employees have access to the full range of membership benefits including a Death in Service payment is included in the Teacher Pension Plan and Local Government Pension Scheme.

## Cycle to work

We also provide a cycle to work scheme, which is a recognised Inland Revenue salary sacrifice scheme through [www.greencommuteinitiative.uk](http://www.greencommuteinitiative.uk) which enables staff to access a new bike and bike equipment.

## Work Life Balance

We provide a generous Annual Leave entitlement for Support Staff of 27 days leave, rising to 32 days leave following 5 years' service, in addition to statutory bank holidays.

As we are supportive of flexible working, we have many staff working on individual working arrangements and we offer many roles working term time only contracts, to assist with individuals work life balance.

## Professional Development

As we believe in supporting and developing our staff, we offer extensive career development opportunities and actively seek to develop and promote staff where possible.