

Richard Hale School



400 YEARS OF EXCELLENCE

Application Pack

Receptionist/School
Administrator

Full-time

February 2026



Richard Hale School

Receptionist/School Administrator

Full time

Required February 2026

Thank you for your interest in the post of Receptionist/School Administrator. The application pack consists of the following documents. Please apply via the My New Term platform.

- Copy of the advertisement
- Information about the school
- Job Description

Please note:

- **Closing date:** – Closing date for applications is **9am on Tuesday 20th January, 2026**.
Please note we reserve the right to close this vacancy early should sufficient applications be received so early application is essential.
- **Electronic version of the application form**
Application is via the My New Term platform <https://mynewterm.com/>
- **References**
Please ensure that you provide **email addresses** for all your referees as we will request references by email. A **mobile number** for them would also be useful.
- **If you have any queries regarding this post**
For general enquiries about the recruitment process, please contact Mrs Homan, HR Manager on 01992 583441 (sho@richardhale.co.uk).
- **How to apply and where to send your completed form**
Application is via the My New Term platform <https://mynewterm.com/>
- **Criminal Declaration Form**
All applicants invited to interview will be required to complete a Criminal Declaration Form prior to interview.

We look forward to reading your application, and thank you for your interest in our school.



Richard Hale School

Receptionist/School Administrator Full-time Required February 2026

We are seeking a professional, welcoming, and organised Receptionist/School Administrator to join our school team. You will be the first point of contact for students, staff, parents, and visitors, ensuring smooth front-of-house operations while supporting student welfare, attendance, safeguarding, and communication across the school.

The ideal candidate will be professional, approachable and well-presented, with excellent organisational, communication and telephone skills. They will have experience working in an office environment and be confident using Microsoft Office, Google and standard office technology, with familiarity with MIS systems considered desirable. First Aid training will be provided.

Please see full details in the Job Description

This is a fantastic opportunity to join a supportive school community and play a key role in ensuring the smooth day-to-day running of the school.

The school is committed to safeguarding children and young people. All postholders are subject to a satisfactory enhanced DBS (Disclosure & Barring Service).

Please apply via the My New Term platform <https://mynewterm.com/>



Richard Hale School

Information about the school

Richard Hale School, called after its original wealthy benefactor, has stood on its present site since 1930. It was founded as Hertford Grammar School in 1617 on a site behind All Saints' Church nearer the town centre and changed its name in 1974 when it became a comprehensive school. A door from the original school can be seen in the main foyer when you enter the school giving that sense of history that we are very proud of.



Richard Hale is an 11 - 18 year old boys' comprehensive school with a six-form entry in Year 7. The school has 1200 students with 180 in each year group and over 300 in the sixth form which is mixed. We are heavily oversubscribed with 500 applications for 180 places.

Year 7 students are drawn from approximately 50 primary schools with admissions based on the post coding of traditional parishes. The intake comes from a large area of East Hertfordshire, particularly Hertford, Ware and the surrounding villages. The Sixth Form has continued to grow since becoming co-educational in 2005. It is now one of the largest in the area, attracting boys and girls from further afield than the immediate locality.

The school's buildings have been improved extensively over the years. Facilities include a Sixth Form Centre with tutorial rooms and a large study room. We have improved the facilities on site with a refurbished Engineering block. During 2017 a 3G all-weather football pitch was added to provide improved sport facilities for the students and in September 2022, we opened our brand-new Sports Hall, which includes a fully equipped gym. We play Rugby games at Hertford Rugby Club; this provides a real experience for the students playing in front of a good crowd and under floodlight during the winter evenings. We run a complete set of Saturday morning fixtures in rugby, football, and cricket over the year.



Underpinning all the work done within the school is a steadfast commitment to develop our students into thoughtful, respectful, and focused individuals who are able to make a positive contribution to the community and wider world.



We are a Good School as Ofsted confirmed in our recent Ofsted Inspection last summer. The feedback and report reflect the many strengths of the school and recognises the, "significant improvement," at the school in the last 6 years. The report states that, "The school is a happy place to learn and work in," and that, "Pupil's behave well in and out of lessons. This happens because they build positive relationships with staff." Ofsted also recognised that, "Leaders are mindful of the pressures on staff and have made considered changes to policies and practice to help reduce workload and increase staff's wellbeing."

The school curriculum and extra-curricular activities

Our curriculum is traditional in principle, but also provides innovation where possible. Some key characteristics:

- We teach KS4 over three years so we can develop skills and enrich the students' learning experience alongside the increased content the new qualifications require.
- Approximately 70% of students take a modern foreign language and individual sciences at GCSE, placing the school in the top 20 percentile for these subjects.
- Our Design and Technology provision includes Engineering, which is very popular at KS4.
- We have a garage on site allowing the students to experience motor engineering, this is alongside the other D&T disciplines.
- We offer a broad and balanced curriculum which provides a range of opportunities for our students catering for all interests and aspirations.
- Students in the Sixth Form have access to two learning pathways, academic or vocational. The Advanced Level offer is extensive with 21 subjects taught on site. BTEC Business, Science and Sport provide students with a more focused vocational curriculum.



At KS5 we teach a linear syllabus with students sitting examinations at the end of the two-year course. Our destination data is strong with all our students achieving offers for university, many of these from the Russell Group, or successful entry into apprenticeships or employment.

Student achievement is high with 81% achieving 9 to 4 in English and Maths in 2025 and 67% achieving 9 to 5 in these subjects. A third of students achieved 5+ grades at 7-9. Due to the pandemic there are no progress scores this year, however students progress has been above average. The school's performance indicators are all significantly above the national average in every measure, but particularly for boys.

Our aim is to create a learning environment in which all students can develop their learning, intellectual and personal abilities, both inside and outside the classroom. To this end we provide an extensive extra-curricular programme, with the school excelling in sport, music, drama, science and engineering competitions. Our Duke of Edinburgh's Award programme is strong with large numbers of students taking bronze or gold awards. The school's ethos is one of encouraging the participation of students in the wider school community through a diverse range of opportunities at all levels.



Much of the school activity is centred on the House system. Each pupil is allocated to one of the six houses (Cowper, Croft, Hale, Kinman, Page, Wallace) and throughout their school lives enjoy and compete in many activities, mainly organised by themselves and supported by the Heads of House. These range from sport, music and drama competitions to chess and other types of activity.

Further information on the school and its history and achievements can be found on our website at www.richardhale.herts.sch.uk.



Richard Hale School

Job Description: Receptionist/School Administrator

Monday – Friday 8-4pm (30 minutes lunch / 3.30 finish 1 day per week)

Job Purpose

To provide a professional, welcoming and efficient front-of-house service for the school, ensuring the smooth day-to-day operation of reception and administrative functions. The Receptionist/School Administrator will support student welfare, attendance, safeguarding and communication across the school, acting as a key point of contact for students, staff, parents and visitors.

Main Areas of Responsibility

- Manage the school reception area, welcoming visitors and ensuring safeguarding and sign-in procedures are followed
- Operate the intercom system and control access to the school site
- Answer telephone calls promptly, take accurate messages, and pass information to relevant staff
- Support student attendance processes, including recording absences, late arrivals, and daily registers
- MIS student database administration, including daily behaviour and detention reports, Year 6 data collection and updating student data
- Organise registration covers
- Maintain fire registers and support emergency procedures and evacuations
- Coordinate SLT student removals and liaise with staff as necessary
- Provide First Aid support to students and staff in line with school procedures
- Manage immunisation requirements, medical lists, accident records, coordinate staff first aid training and oversee first aid supplies
- Provide general administrative support, including data entry, filing, correspondence, and updating the student photo folder
- Support effective communication across the school to ensure student safety and wellbeing

Contacts

Maintain good relationships with all contacts including:

- Students
- Staff
- Governors
- Parents
- Richard Hale Association
- General Public

Knowledge and Experience

- Proficient in Microsoft Office/Google applications
- Familiarity with Management Information Systems (Arbor/SIMS) or the ability to learn quickly
- Previous experience working in an office environment and contributing effectively as part of a team
- Strong organisational abilities with clear and effective communication skills
- Professional and courteous telephone manner

- A good standard of general education
- Approachable, professional demeanour and presentation
- First Aider (training will be provided)

Problems and Decisions

- Ability to manage multiple queries and tasks at the same time
- Skilled at handling unexpected situations and responding to challenging or sensitive parent enquiries

Supervision

The Job Holder works with minimum direct supervision. The Job Holder should prioritise work according to appropriate deadlines referring to the Line Manager in the event of conflicts.

Responsible to: HR & Office Manager

The job description is current at the date shown, but, in consultation with the post holder, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title. The successful candidate must have a commitment to safeguarding and promoting the welfare of children and young people.

An enhanced DBS check is required for this post.

Hours: Monday-Friday
 8am-4pm (30-minute lunch break)
 3.30pm early finish 1 day per week
 Term time only

Salary: H4 6-9 plus outer fringe
 £25,989-£27,254 FTE / £22,341-£23,398 ACTUAL

Person Specification

Qualification	Essential	Desirable
Good standard of literacy and numeracy	Y	
At least Level 2 qualifications in English and maths	Y	
Level 3 qualifications (A Level or equivalent)		Y

Professional experience	Essential	Desirable
Experience of working with young people (preferably of secondary school age)		Y
Experience of working as part of a team	Y	
Knowledge of Microsoft Office/Google	Y	
Knowledge of MIS (SIMS/Arbor)		Y
First Aid trained		Y

Knowledge, skills and attributes	Essential	Desirable
An understanding of how to support young people (preferably of secondary school age)		Y
Competent ICT skills in the use of Microsoft/Google	Y	
Effective communication with a variety of audiences, both orally and in writing	Y	
Ability to organise and manage time effectively and prioritise workload	Y	
Ability to multi-task	Y	
Is calm, patient and reflective	Y	
Is positive and enthusiastic	Y	
Is able to maintain good relationships with students, parents and staff	Y	
Represents the School appropriately as the first point of contact in person or on the telephone	Y	