

True Learning Partnership



Poynton High School

Temporary Receptionist Recruitment Pack 2025

<https://www.truelearning.org.uk/vacancies>

Welcome to Poynton High School, part of the True Learning Multi-Academy Trust

Dear Candidate,

Thank you for your interest in working at our school. Poynton High is a great school, full of inspirational young people and exceptionally talented staff. As Headteacher I am proud to have such a supportive, expert and engaged staff team and I hope that you will wish to move forward on your application and look to join us in due course.

We are seeking to appoint an enthusiastic and highly organised individual to provide temporary cover for our exceptionally busy reception area and switchboard. The successful candidate will demonstrate excellent communication skills, creativity, and flexibility, and will be able to engage confidently with visitors, teachers, and students.

This role requires someone who can multitask effectively, prioritise competing demands, and remain composed and professional in a fast-paced environment. While experience working in a school setting would be an advantage, the most important qualities we are looking for are strong communication and organisational skills, along with a genuine willingness to learn and develop within this varied and rewarding position.

A full induction and comprehensive training programme will be provided.

Our school serves the families of Poynton, Disley, Adlington and surrounding areas and we lie at the heart of this community's learning needs. We pride ourselves on being a community where every young person is challenged to reach their full potential and experience success, regardless of their background or ability. We believe that all stakeholders—students, staff, families, and the wider community of which we are a part—share the responsibility of contributing to the growth and achievement of our students. Recognising that every young person is unique, we are committed to building strong relationships and fostering an inclusive environment that values individuality, celebrates all achievements, and empowers our students to thrive academically, socially, and personally.

We have approximately 1500 students in Years 7 to 13 and offer a wide range of A levels in our large and successful Sixth Form. We are proud of the academic excellence achieved by our students and of their involvement in wider school life. We hope that as a prospective member of staff you will share our mission to “inspire and empower all within our learning community to fulfil their individual potential and ambitions so that all are able to be active and successful citizens in our global society”.

I would encourage you to visit our website (<https://www.poyntonhigh.org.uk/>) to get a better understanding of life here at Poynton High and if you have any questions that you would like to ask please do not hesitate to contact me directly on head@poyntonhigh.org.uk. I very much hope that you want to join our team and I look forward to receiving an application from you in due course. Good luck!

Matthew Dean
Headteacher

Job Description & Person Specification

Salary Range:	Grade 4: £25,583 - £25,989 (FTE) Hourly rate: £13.26 - £13.47 plus holiday pay
Contract:	Temporary casual contract – the role whilst casual is initially expected to involve 2 days a week reception cover
Hours:	Casual but initially Thursdays & Fridays, 8am to 4pm
Start Date:	Thursday 8 th January 2026. Must be available to come into school for training on Monday 5 th , Tuesday 6 th and Wednesday 7 th January 2026.
Responsible to:	School Business Manager
Line Managed by:	School Business Manager

We are looking for an enthusiastic individual to undertake temporary reception and administrative duties, which ensure the efficient operation of the school and the security of the school and visitors.

MAIN RESPONSIBILITIES

1	To provide a reception and telephone answering service (both internal and external) to ensure that all callers are dealt with promptly and the image of the school is enhanced. Screening messages and requests and deciding upon appropriate course of action, having regard to the need to preserve an efficient image to the public of the school.
2	Act as the first point of contact for all visitors to the school, including managing access by checking individuals and vehicles through the external gates. Dealing with complaints and enquiries from parents and members of the public.
3	Liaise with school staff regarding issues such as first aid, pupil disciplinary issues.
4	Contact parents regarding any absent pupils and support with attendance management and tracking processes.
5	Ensuring welfare of pupils, supervising sick pupils in the reception area.
5	Signing pupils in and out of the building, issuing detentions, passes and lost property where appropriate.
6	Updating and accessing SEN records and pupil personal data such as telephone numbers and addresses.
7	Checking and signing for deliveries to the school.
8	Read incoming correspondence, sort priority mail and distribute to the department.
9	Issuing and collecting in various school forms and, collecting money from students.
10	Sending out letters to parents and maintaining relevant records.
11	Take responsibility for registers and signing in / out lists during fire drills.
12	Undertake other administrative tasks e.g. processing and franking of mail to facilitate the smooth running of the school.
13	Take responsibility for returning lost property to students.

14	Update computerised systems, as required. Training will be provided.
15	Undertake general office duties as required e.g. typing, ordering supplies, photocopying, shredding, maintenance of forms registry, to ensure that operational needs are met.
16	Notwithstanding the detail in this job description, in accordance with the Trust's Flexibility Policy the job holder will undertake such work as may be determined by the Trust Senior Team from time to time, up to or at a level consistent with the Main Responsibilities of the job.
QUALIFICATIONS AND TRAINING	
Essential	Evidence
1. To have GCSE English and Maths	AF
2. To have excellent communication skills	AF
Desirable	
1. To have recent experience of working in the secondary sector of education	AF
PROFESSIONAL SKILLS AND EXPERIENCE	
Essential	
1. To have experience of the operation of busy switchboard/ reception	AF
2. Experience of admin/ICT work in a demanding environment	AF
3. To demonstrate enthusiasm for working in a School	I
Desirable.	
1. To be able to remain calm under pressure	I
KNOWLEDGE AND UNDERSTANDING	
Essential	I
1. To be able to work with a range of staff and students	I
2. To be able to manage competing demands	I
3. To show awareness of the unique demands of working in a school environment	I
Desirable	
1.To show willingness to be flexible and adapt as priorities change throughout the year	I
ABILITIES	
Essential	I
1. To have high quality interpersonal and communication skills	I
2. To be able to prioritise, plan and organise workload	I + R
3. To have the ability to work as a member of a team	I + R
4. To demonstrate the ability to enter data accurately and produce letters/reports etc	I
COMMITMENT	
Essential	
1. To be committed to equal opportunities in the widest context	I
PERSONAL ATTRIBUTES	
Essential	I
1. To be adaptable to the needs of the School	I + R
2. To have energy, enthusiasm and determination	I + R
3. To show commitment, reliability and integrity	I + R
4. To have excellent communications skills	I
5. To demonstrate the ability to work well under pressure and manage time effectively	I
6. To be committed to the protection and safeguarding of children and young people	I + R

Core Responsibilities for all Trust Employees

Health & Safety

All staff within True Learning Partnership are required to remain vigilant, observe all relevant Health and Safety policies and procedures, take reasonable care of their own and others' Health and Safety, report all accidents and incidents, and raise concerns through their line manager, the Director of Business & Operations, the site management team or another member of SLT as appropriate.

Equality & Diversity

Staff employed by True Learning Partnership are expected to promote equality of opportunity for all students and staff, both current and prospective, and to support an environment that values diversity and respect. True Learning Partnership believes that all individuals are of equal value and we are committed to equal opportunities for all.

Data Protection

All staff within True Learning Partnership have a responsibility to ensure that data they are responsible for is accurate and appropriate to the needs of the organisation, and that they are responsible for ensuring any personal data processed for any purpose or purposes in connection with their role in the Trust shall not be kept for longer than is necessary for that purpose or those purposes, in accordance with GDPR 2018.

Safeguarding & Child Protection

True Learning Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment and adhere to, and comply with, the Trust's Safeguarding and Child Protection policy and procedures at all times.

Notwithstanding the detail in this job description, in accordance with the Trust's Flexibility Policy the job holder will undertake such work as may be determined by the CEO from time to time, up to or at a level consistent with the main responsibilities of the job.



Key Information regarding the Application Process

To Apply

Completed application forms should be submitted via My New Term.

Please **do not** include your name when completing your supporting statement.

Only completed application forms will be submitted for shortlisting, CVs will not be accepted.

Key Dates

Closing date for applications: **9am on Monday 8th December 2025**

Interviews will take place on **Thursday 11th December 2025**

Benefits

At True Learning Partnership, we're proud to support our staff both in and outside of work. We're committed to your wellbeing, professional growth, and maintaining a healthy work-life balance.

Our benefits package includes a wide range of support and resources, such as wellbeing tools, a confidential Employee Assistance Programme (EAP), learning and development opportunities, and access to discounts on everyday spending and lifestyle services.

Other benefits include;

- Pension Scheme
- Cycle to Work Scheme
- Eye Care Vouchers
- Seasonal Flu Jabs
- Access to free CPD courses
- Strava – True Learning Runners

Safer Recruitment Information

True Learning Partnership is an inclusive Equal Employment Opportunity employer that considers applicants without regard to gender, gender identity, sexual orientation, race, ethnicity, disabled or veteran status, or any other characteristic protected by law. We welcome applications from all individuals regardless of individual background or circumstance. Please note if you are shortlisted, an online search will be carried out before interview which may identify any incidents or issues that have happened, and are publicly available online, which we might want to explore with you at interview.

True Learning Partnership is committed to safeguarding and promoting the welfare of all children and young people and preventing extremism; all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people.

The successful candidate will be required to undergo an Enhanced Disclosure from the Disclosure and Barring Service (DBS) and obtain any other statutorily required clearance. Employment will also be conditional on the receipt of at least two acceptable references (one of which must be from the current/latest employer) and evidence of the formal qualifications required for the role.



TRUE LEARNING PARTNERSHIP

Trust Vision and Ethos

We are very proud that Poynton High School is part of the True Learning Partnership Multi Academy Trust. We are currently a group of five schools that aim to provide an excellent education for our children. Our desire is to improve the life chances of all those in our care, we have made it our mission to make a positive difference to our children, staff, parents and the wider community.

Trust Motto

Inspiring the best in everyone

Trust Vision

Together, we build a future where education transforms lives – where every person is valued, supported, and empowered within a strong, caring community to make a positive difference.

Trust Values

ASPIRATIONAL	We encourage everyone to dream big and pursue excellence.
COLLABORATIVE	We work together, valuing diverse perspectives and shared success.
COMPASSIONATE	We act with kindness, respect, and a genuine desire to serve others.
CURIOUS	We foster innovation and a love of learning for all through inquiry and creativity.
INCLUSIVE	We ensure everyone feels valued, supported, and able to contribute fully.

Mission Statement

Our mission is to inspire and empower every individual within our trust to achieve their fullest potential. We are committed to providing a safe, inclusive, and innovative learning environment where compassion and collaboration thrive.

Encouraging high aspirations, courage and curiosity, we equip all members of our community with the skills, confidence, and character to make a meaningful, positive impact in their communities and beyond.

Trust Safeguarding Statement

True Learning Partnership recognises the important role that our schools and their staff have in the wider safeguarding system for children. ALL staff have a responsibility to provide a safe environment in which children can learn. True Learning Partnership fully adopts statutory guidance "Keeping Children Safe in Education" (September 2025).

True Learning Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Our schools are a safe place for children, where our responsibilities for safeguarding children are taken seriously. As a Trust, we are responsible for ensuring that all our schools have thorough and robust child protection and safeguarding policies and procedures.

Should you have safeguarding concerns regarding any pupil at any of our schools, please speak to one of the Designated Safeguarding Leads at that school.

True Learning Partnership Designated Safeguarding Officer is Catherine Holyland, Deputy Head Teacher at Poynton High School. If you wish to contact her directly please e mail Cholyland@truelearning.org.uk

TLP's Trust Board safeguarding representative is currently TBC. If you wish to raise a concern, please email info@truelearning.org.uk stating that the email relates to a safeguarding issue.

Our schools' Local Governing Bodies are regularly updated about child protection, bullying and safeguarding policies and practices by the relevant school Head Teachers, and other members of the Senior Leadership Team. This information is reported to the Trust Board.

For further details on roles and responsibilities, and recording information regarding Safeguarding, please see the Safeguarding Policy and Procedures documents held by each school in our Trust.



TRUE LEARNING
PARTNERSHIP

Contact Us



True Learning Partnership

Poynton High School, Yew Tree Lane,
Poynton, Stockport, Cheshire, SK12 1PU

W: www.truelearning.org.uk/

E: recruitment@truelearning.org.uk

