



**STOUR VALE
ACADEMY
TRUST**

**RECEPTIONIST AND ADMIN ASSISTANT
RECRUITMENT PACK**

Receptionist and Admin Assistant

30 hours per week

8:30am-3:30pm

Term-time only plus 1 week in the summer break

Permanent Grade 3 – SCP 5

£18,364

We are seeking to appoint a highly motivated and enthusiastic Receptionist and Admin Assistant to join our established office team, providing a professional, efficient service to visitors, parents and pupils.

The successful candidate will work extremely closely with our existing staff and the office team. As the first point of contact for visitors, parents and pupils, you will play a key role in creating a welcoming and efficient front office environment.

Stour Vale Academy Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. We will carry out pre-appointment checks including DBS and will disqualify any applicant where we consider the outcomes to be unsatisfactory. This post is exempt from the Rehabilitation of Offenders Act (ROA) 1974.

We are equally committed to ensuring that no applicant will be disadvantaged or discriminated against because of their protected characteristics under the Equality Act 2010.

For an informal conversation to discuss the role, please contact:

Alison Barratt
School Business Manager
School Road
Rubery
0121 453 7829

Closing date: 14th May 2026 at 9:00am

Interviews: 20th May 2026

About Holywell Primary School

At Holywell Primary and Nursery School, we are proud to provide a first-class education that enables every child to flourish. We believe that every pupil has the potential to achieve great things, and it is our mission to help them grow into confident, curious, and resilient learners who are ready to take on the world.

We are a warm, welcoming school with a strong sense of community. Working closely with families and the wider community, we nurture positive relationships that support each child's development and wellbeing. Our dedicated staff team puts children at the heart of everything we do.

We are passionate about professional excellence and are committed to continuously improving our practice. Through collaboration, research, and innovation, we strive to make the best decisions for our pupils. As part of a wider network of schools, we actively engage in partnership working because we believe we are stronger together. These relationships support our ongoing improvement and bring new ideas and opportunities into our school.

Holywell is a happy, inclusive school where children are encouraged and supported to thrive. We are proud of our nurturing ethos, our strong values, and our commitment to ensuring every child feels safe, valued, and inspired to achieve their very best.



Job Description

Job Title	Receptionist and Admin Assistant
Grade	Grade 3 SCP 5
Responsible to:	School Business Manager
Responsible for:	Not applicable
Working weeks:	40 working weeks during term time, to include 1 week during the summer break

Core Purpose:

- To provide reception and administration cover to the school

Legal and Statutory Requirements

The Receptionist and Admin Assistant's professional duties must be carried out in accordance with the following:

- The Stour Vale Academy Trust scheme of delegation
- The provisions of all applicable legislation
- Keeping Children Safe in Education (KCSIE)
- The Funding Agreements of the Schools within the Trust and the Academies Financial Handbook
- Stour Vale Academy Trust's internal financial controls and procedures

Main Activities

- To undertake reception duties, answering face to face enquiries, signing in visitors and ensuring safer recruitment processes are followed.
- To operate the school telephone system, answering and forwarding incoming calls and taking messages accurately and effectively.
- To sort and distribute mail and email and preparing outgoing mail and email.
- Responsible for all forms of communications with parents and maintaining up to date systems i.e. Teachers2Parents, School Money and parents evening
- Maintain school website.
- Maintain school calendar
- Liaise with external agencies regarding pupil health checks

- Assisting with ordering pupil school meals and managing any debts incurred by parents
- Responsible for Cool Milk and assisting parents with queries.
- Complete all administrative tasks for school trips.
- To undertake typing of letters and other documents.
- To carry out photocopy and filing and manage school post.
- End of year processes – preparing for next academic year, i.e. removing pupils that are leaving from school, general housekeeping.

Pupil and Staff Records

- Prepare new starter packs for children joining the school.
- Co-ordinate and facilitate all in year admissions to include liaising with other schools, admissions teams and school staff.
- To maintain accurate, confidential, secure and up to date records of pupils and staff on SIMS and elsewhere within the school, including adding all new starters.
- To organise and undertake regular data cleansing and updating of all records
- To send and receive CTF files and other inter-agency data

Attendance

- Assist with attendance when required.

First Aid

- To provide first aid and welfare and liaise with parents, carers and staff.
- To ensure that first aid supplies and equipment are maintained ensuring that further supplies are ordered and required.
- Assist with administering pupil medication when necessary and supporting children with diabetes

Other

- Be aware of, and comply with, policies and procedures relating to safeguarding, child protection, health and safety, confidentiality and data protection, recording/ reporting all concerns to the appropriate person and disclosures to the relevant professional.
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop;
- Contribute to the overall vision and values of Stour Vale Academy Trust;
- Attend and participate in meetings, training and other learning activities and performance development as required;
- Any other duties commensurate with the duties/responsibilities/grade of the post

Duties may vary according to the organisational structure within the school. The structure may include additional posts that are focused on either delivering or supporting the delivery of one or more of the responsibilities outlined above.

The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher/senior leader to carry out appropriate duties within the context of the job, skills and grade. It is the practice of Stour Vale Academy Trust to periodically review job descriptions to ensure that they relate to the job performed and to incorporate any changes. In these circumstances, Stour Vale Academy Trust will seek to reach agreement on reasonable changes but, where agreement is not reached, Stour Vale Academy Trust reserves the right to make changes to the job description, following consultation.

Stour Vale Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to an Enhanced Disclosure and Barring Service Check (DBS) before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether “spent” or “unspent”. Criminal convictions will only be taken into account when they are relevant to the post.



Personnel Specification



Job Title Receptionist and Administration Assistant

Grade Grade 3 SCP 5

Responsible to: School Business Manager

Responsible for: Not applicable

Working weeks: 40 working weeks during term time. Including 1 week during summer break.

No	Categories	Essential	Desirable
QUALIFICATIONS			
1.	Educated to GCSE Grade C/NVQ Level 3 or equivalent	◆	
2.	First Aid Certificate	◆	
EXPERIENCE			
3.	Experience in a customer service environment	◆	
4.	Experience of undertaking administrative duties	◆	
5.	Experience of working in a busy environment	◆	
ABILITIES, SKILLS & KNOWLEDGE			
6.	Able to make effective use of current ICT systems and packages	◆	
7.	Able to effectively use relevant technology/equipment	◆	
8.	Able to communicate at all levels both verbally and in writing	◆	
9.	Able to work calmly and efficiently under pressure	◆	
PERSONAL QUALITIES			

10.	Able to identify own training needs and a willingness to participate in training and development opportunities	◆	
11.	Able to work constructively as part of a team, understanding school roles and responsibilities and personal contribution.	◆	
12.	Smart appearance	◆	
13.	Commitment to safeguarding and promoting the welfare of children and young people	◆	
14.	Genuine respect for others and desire for equality of opportunity and diversity	◆	
15.	Ability to work as part of a team understanding Trust roles and responsibilities and your own position within these	◆	
16.	Can-do attitude and solution-focused approach with an ability to manage expectations and not over promise	◆	
17.	Have a willingness to demonstrate commitment to the values and ethos of Stour Vale Academy Trust	◆	
18.	Willing to travel to Stour Vale academies	◆	



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CONTACT US

For informal talks please contact:

Head Teacher

Telephone:

Please visit our website: <http://www.svat.org.uk/>