

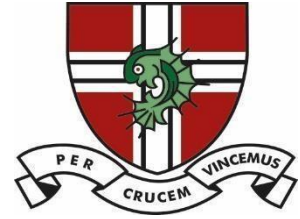
**St John Fisher**  
Catholic Voluntary Academy

*Christ at the centre and children at the heart*

**Information  
for  
Receptionist &  
Administration  
Assistant**

# St John Fisher Catholic Voluntary Academy

## Receptionist & Administration Assistant



### Introduction from the Headteacher

Thank you for taking an interest in this exciting role.

It is my pleasure to welcome you to St John Fisher, an 11-18 voluntary aided Academy with approximately 1000 students on roll.

We seek to appoint a Receptionist & Administration Assistant to join our wonderful school.

St John Fisher Catholic Voluntary Academy has entered a new era of success, growth and pride.

Our students are some of the most inspirational young people you will ever meet. They are polite, friendly, kind and caring. They are supportive of one another and the school. Our staff are the same; dedicated professionals, committed to improving the outcomes and life chances of young people. Many of our teachers are ex-pupils of the school. There is a special feel about this traditional yet forward-looking Catholic school, simply put, it's a wonderful place to work.

We were inspected by Ofsted at the end of March 2025, our report reflects how much we have improved in the last 2 years. It's a different school and you need to see it for yourself. Our current results are a legacy of the school's recent history of declining standards, but we are committed to our students and our community to create a high performing school.

Therefore, we need the best support for our students. As our students' numbers continue to grow, we seek to appoint the best people to support our continued improvement

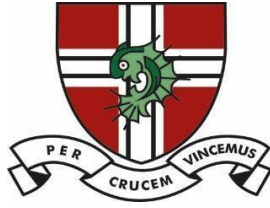
We can offer you a wonderful student body, a thriving sixth form, a friendly and supportive senior team and a school overseen by a highly experienced and dedicated governing body who work closely with the school to ensure its continued success.

Your professional development is important to us, and our recent transformation has been made possible by the creation of a staff and student team who are committed to the school's future. Every member of our community is valued and as we continue to move forward, we will continue to invest in all practice which will improve the daily experience of our children. A bespoke programme of professional development, led by highly experienced senior leaders, focusing on bringing out the best from staff, is an entitlement for all teachers and support staff.

If you'd like to be part of our next success, I recommend a conversation with me or a tour of the school, either during the school day or after work. Please get in touch and we will accommodate your request so you can see for yourself what a wonderful place St John Fisher Catholic Voluntary Academy is.

Mr K Mackey

**Headteacher**



## St John Fisher Catholic Voluntary Academy

**Headteacher: Mr Karl Mackey**

|   |  |
|---|--|
| <b>Job Title:</b> Receptionist & Administration Assistant       |  |
| <b>Work Location:</b> St John Fisher Catholic Voluntary Academy | <b>Salary:</b> Grade 6<br><br>Working Day/Hours: Thursday & Friday 8am until 4pm |
| <b>Reports To:</b> Office Manager                               |  |

**Interviews will take place on Wednesday 15 July 2026. Shortlisted candidates are asked to keep this date available where possible.**

### **Job Purpose:**

As our receptionist and administration assistant, you will be the first point of contact for our school. The postholder will provide high quality reception and administrative support to students, staff and parents, ensuring a professional and welcoming front of house service. The role includes coordinating front desk activities, managing communication, supporting student welfare processes, and contributing to the smooth day to day running of the school.

### **Reception & Administrative Responsibilities**

- Greet and welcome visitors as the face of the school, ensuring a professional and friendly first impression at all times.
- Sign in visitors and ensure safeguarding procedures are strictly followed and embedded in all front of house activities.
- Answer, screen and forward incoming telephone calls, taking accurate messages and redirecting enquiries as appropriate.
- Provide accurate information in person, via telephone and email in a timely and professional manner.
- Maintain a tidy, organised and presentable reception area, ensuring all materials (e.g. prospectus, safeguarding information and brochures) are available.
- Receive, sort and distribute daily mail and deliveries.
- Maintain office security by following procedures, monitoring visitor logs, and issuing visitor badges.
- Order and maintain stock of front office supplies as required.
- Support school reprographics, including printing, copying, collating and binding materials to meet operational needs.
- Assist with the processing of purchase orders and management of purchasable items, including revision guides and other student resources.

- Support the administration of Free School Meals, maintaining accurate records, and responding to parent/carer queries.
- Support the coordination of academy squads and sports trips, including administration, communication and documentation.
- Act as the primary point of contact for parents/carers and students regarding school cloud, supporting engagement and effective use of the system.
- Monitor the Parents inbox, responding to enquiries and directing correspondence as appropriate.
- Support with the creation of content for display boards across the school to ensure information is current and engaging.

### **Student Welfare & First Aid**

- Provide first aid support to pupils and act as a point of contact for illness or injury during the school day where required.
- Support the administration, recording and safe handling of medication in line with school procedures.
- Liaise with parents/carers regarding pupil welfare as directed.

### **General Duties**

- Manage the reception inbox, responding to enquiries and directing correspondence as appropriate.
- Attend breaktime and lunchtime duties as directed, contributing as part of a shared whole-team responsibility to maintain a safe and orderly environment.
- Maintain positive relationships with students, staff, parents and visitors, modelling professional behaviour at all times.
- Support the wider administrative team as required to ensure continuity of service.
- Undertake any additional duties reasonably requested by the Office Manager or senior leadership team to support the effective running of the school.

### **Safeguarding**

As part of their wider duties and responsibilities, the post holder is required to promote and actively support the Trust's policies and procedures relating to safeguarding and the welfare of children, young people and vulnerable adults. This includes contributing to a safe environment, remaining vigilant, and taking appropriate action where concerns arise.

## Personal Specification

| Criteria  | Essential | Desirable | Measured  |
|---|-----------|-----------|-----------|
| Experience providing a professional front-of-house reception service, including welcoming visitors, answering telephone enquiries and managing a busy reception area. | ✓         |           | App / Int |
| Experience working in a busy administrative, customer service or office environment.  | ✓         |           | App / Int |
| Experience working within a school or educational setting.  |           | ✓         | App / Int |
| Experience using school management systems (e.g. SIMS, ClassCharts or SchoolCloud).   |           | ✓         | App / Int |
| Excellent verbal and written communication skills. Ability to communicate confidently with students, parents, visitors and staff.                                     | ✓         |           | App / Int |
| Excellent customer service skills with the ability to build positive relationships with students, parents, visitors and colleagues.                                   | ✓         |           | App / Int |
| Friendly, welcoming and approachable. Professional appearance and manner. Reliable, trustworthy and punctual. Flexible and adaptable.                                 | ✓         |           | App / Int |
| Experience maintaining accurate records and administrative systems.   | ✓         |           | App / Int |
| Experience supporting admissions, pastoral administration or school processes.  |           | ✓         | App / Int |
| Knowledge of office administration procedures.  | ✓         |           | App / Int |
| Knowledge of school admissions, attendance or pastoral processes.   |           | ✓         | App / Int |
| Understanding of safeguarding procedures and commitment to promoting the welfare of children and young people.  | ✓         |           | App / Int |
| Understanding of confidentiality, GDPR and data protection.   | ✓         |           | App / Int |
| Competent in Microsoft 365 applications, including Word, Excel and Outlook. Confident using email, databases and online systems.                                      | ✓         |           | App / Int |
| Ability to maintain accurate, confidential records and handle sensitive information professionally  | ✓         |           | App / Int |
| Ability to work independently and collaboratively as part of a team.  | ✓         |           | App / Int |
| Willingness to undertake First Aid training if required.  | ✓         |           | App / Int |
| Willingness to undertake relevant professional development.   | ✓         |           | App / Int |

**Additional – Personal Qualities:**

| <b>Skills, Competencies &amp; Personal Attributes</b>                                | <b>Essential</b> | <b>Desirable</b> | <b>Measured</b> |
|--|------------------|------------------|-----------------|
| Excellent customer service skills.   | ✓                |                  | App / Int       |
| Professional and welcoming manner.   | ✓                |                  | App / Int       |
| Excellent verbal and written communication skills.                                   | ✓                |                  | App / Int       |
| Strong organisational and time management skills.                                    | ✓                |                  | App / Int       |
| Ability to prioritise competing demands and meet deadlines.                          | ✓                |                  | App / Int       |
| Excellent attention to detail and accuracy.  | ✓                |                  | App / Int       |
| Ability to work independently and as part of a team.                                 | ✓                |                  | App / Int       |
| Ability to remain calm under pressure and respond positively to changing priorities. | ✓                |                  | App / Int       |
| High level of confidentiality and discretion.  | ✓                |                  | App / Int       |
| Good ICT skills, including Microsoft Office 365.                                     | ✓                |                  | App / Int       |
| Positive, flexible and proactive approach to work.                                   | ✓                |                  | App / Int       |
| Commitment to safeguarding and promoting the welfare of children and young people.   | ✓                |                  | App / Int       |