

Job Description

POSITION	Receptionist & Administrator
SALARY	Support Staff Pay Scale 5 Spine Points 12 – 17 (£28,598 - £31,022) FTE plus London Weighting of £2,301
START DATE	As soon as possible
HOURS	8am – 4pm, 36 hours per week
FULL TIME EQUIVALENT	Term time plus 1 week (5 days to be worked during last 2 weeks of August to support the start of the new academic year)
CONTRACT TYPE	Permanent
RESPONSIBLE TO	Deputy Head Teacher
LOCATION	Wembley High Technology College Site
CLOSING DATE	Suitable applicants will be interviewed on a rolling basis – early applications are encouraged

Background

Wembley Multi-Academy Trust, established in 2016, has become one of the most successful trusts in the country, consistently achieving outstanding academic results.

The Trust comprises:

- Wembley High Technology College (WHTC)
- East Lane Primary School
- North Brent School (currently located at WHTC while its new building is completed)
- Teaching School Hub

All the schools in our Trust are, first and foremost, outstanding learning communities where academic excellence is balanced with a broad and enriching educational experience. We believe in providing a structured and disciplined environment that enables all pupils to achieve their full potential. High-quality teaching, combined with a strong work ethic, allows students to thrive.

Our curriculum is broad, balanced, and innovative, with a strong emphasis on English, Mathematics, and the Sciences. It is designed to challenge and support pupils in achieving the highest standards. Across the Trust, students benefit from exceptional teaching, strong pastoral care, and a shared commitment to continuous improvement.

We are dedicated to ensuring that every child succeeds, regardless of background, and we strive to remove barriers to achievement. Our schools are highly sought after, with demand for places far exceeding availability.

Collaboration is central to our success. Schools within the Trust work closely together, sharing best practices and maintaining a unified vision: **“Achievement for All – One Child at a Time.”** Students feel a strong sense of belonging and are encouraged to develop ambition, resilience, and confidence.

At Wembley Multi-Academy Trust, we are committed to inspiring, challenging, and preparing our students for life beyond school, equipping them with the skills, qualifications, and character needed to succeed.

All the schools in our Trust are, first and foremost, outstanding learning communities where academic excellence sits alongside the breadth of education. We provide a structured and disciplined working environment in which all pupils can achieve their full potential. There is a very high standard of teaching across all schools which, coupled with a strong work ethic, that allows our pupils to flourish. The schools within the Trust work closely together to support each other as well as share good practice, work collaboratively together and have a shared vision of Achievement for All – One Child at a Time as our priority!

Our broad, balanced and innovative curriculum is designed to challenge pupils to reach their potential, with a particular focus on English, Mathematics and the Sciences. Students feel a sense of belonging and know that hard work and a strong ambitious ethic supports them to flourish. Our primary school has a unique specialist teacher model that delivers some of the highest academic outcomes nationally and provides an admirable extracurricular offer to all our young learners.

At Wembley Multi-Academy Trust, we work tirelessly to inspire, challenge, and prepare our students for life beyond the school gates. We support them academically and pastorally, and we are proud of our achievements as a community!

Wembley High Technology College

WHTC is an exceptional place to learn. We provide a supportive, enriching environment in which students thrive, driven by our vision of “Achievement for All”. We fundamentally believe that every child has an entitlement to an exceptional education, regardless of background. Our curriculum is crafted to provide academic excellence and educational breadth, preparing our learners for the future. It is delivered by subject specialist teachers, who innovate and hone their craft to provide an enriching learning environment in every lesson. As a result, our students achieve to an exceptional level, and progress on to the very best universities in the country.

Academic outcomes unlock the door to success for our students. We are one of the highest performing schools in the country and have so been for many years. In 2019, our Progress 8 score of +1.58 was recognised as the 4th highest in the country and the highest in London by the Department for Education.

Spiritual, moral, social and cultural education sits alongside academic excellence at the heart of the school’s ethos. We offer a broad and ever-expanding range of extra-curricular activities to deepen and enhance learning, preparing our students to be the leaders of tomorrow.

We are very proud of the achievements of our pupils and to serve our local community. Throughout our website, you will find further details of this success and why we believe Wembley High is a truly outstanding school that enables every child to learn to their fullest potential.

Working for Wembley High Technology College

We offer:

- A supportive and collaborative team
- A strong focus on staff wellbeing
- Free hot beverages during term time
- Free winter and summer social events
- Secure off-road parking
- Employee Assistance Program
- School Wellbeing benefit offering a range of support and services

The Team

The Support Staff at Wembley High Technology College is made up of a large team of highly professional, hardworking and dedicated experts covering the following business-related functions:

- Administration
- Admissions
- Finance
- Health and Safety
- Human Resources
- IT Services and Reprographics
- Property and Facilities
- SEND, Pastoral and Medical Support
- Teaching and Learning Support

Our Commitment to Safeguarding Children

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Applicants will be required to undergo child protection screening appropriate to the post, including checks with past **employers**, checks relating to prohibitions, sanctions and restrictions on teaching and the Disclosure and Barring Service (DBS) with children's barred list check. The College will carry out online searches on shortlisted applicants and all applicants will be required to provide details of their online profile, including social media accounts, as part of their application.

The safeguarding responsibilities of the post include promoting and safeguarding the welfare of children and young persons for whom they are responsible for or with whom they come into contact with. All staff are required to adhere to and ensure compliance with the College's safeguarding and child protection policies and procedures at all times and to complete appropriate training.

In the course of carrying out their duties the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the College, they must report any concerns to the Designated Safeguarding Lead, or in relation to concerns regarding a member of staff, the Headteacher.

The post is exempt from the Rehabilitation of Offenders Act 1974. The College is therefore permitted to ask job applicants to declare all convictions and cautions on a self-declaration form in advance of attending an interview (including those which are “spent” unless they are “protected” under the DBS filtering rules) in order to assess their suitability to work with children.

Further information and copies of the College’s Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR team.

Wembley Multi Academy Trust (registered number 08137772).

Job Purpose

We are looking for a reliable and confident Receptionist to join our team as soon as possible and the role will also provide administrative assistance to meet the needs of the College.

Delivering a professional and efficient reception service, the postholder will act as the first point of contact for front-line enquiries from staff, parents, pupils, and visitors. As part of the wider team, the role will provide comprehensive administrative support to ensure the smooth running of the Trust and be responsible for a range of administrative tasks. This will include, answering telephone calls, managing enquiry inboxes, and liaising with a wide range of stakeholders.

Working closely with colleagues, including the senior leadership teams, the role holder will be a team player committed to first-class customer service.

Key Responsibilities & Accountabilities

The post holder’s key responsibilities include, but are not limited to:

- To provide a courteous and efficient reception service that consistently promotes a professional image of the College. This includes acting as first point of contact for pupils, parents, staff and visitors.
- To maintain the visitor system and ensure all visitors and contractors can be identified by wearing clearly visible badges, in accordance with the College’s safeguarding policy and security procedures.
- To ensure that queries are dealt with effectively, taking the initiative to identify and handle issues that arise on behalf of the Leadership team, with an ability to recognise when matters need to be promptly escalated.
- To ensure that all visitors complete the signing in-process to enable this information to be used as a register of visitors on site in the event of a fire drill or evacuation of the building.
- To co-ordinate safe entrance and exit of all visitors, ensuring they are signed in and out and that no unauthorised person gains access to the school.

- To operate the College's main telephone switchboard system, including taking and delivering messages, transferring calls (as appropriate) and contacting parents or other agencies as directed.
- To manage the College's enquiry inbox; responding to, or triaging messages as appropriate in accordance with the College's communications policy.
- To ensure the reception area is welcoming and tidy.
- Adhere to College procedures and ensure that staff receive messages (telephone, email, face-to-face) promptly and accurately, adhering to absolute discretion and confidentiality.
- To set up payments for clubs, trips and other activities for specific student groups using ParentPay
- To report payment progress to the event organiser on a regular basis or on demand
- To support end-user access to systems including Edulink and ParentPay
- Set-up and administer pupil records using SIMS
- To process all incoming and outgoing post/parcels, assisting with franking, recorded deliveries etc.
- To collate data and maintain records as required.
- Provide a general administrative service to staff, to include word processing, correspondence, mail merges, reports, references, mail, diaries, appointments and meetings, maintain general and confidential filing systems, provide hospitality as required.
- Maintain pupil database, amend/update records on the system, following College policy and procedures for security of confidential information and data.
- Carry out routine tasks such as filing, completion of routine forms and administration of school activities, to support the day-to-day efficient running of the organisation.
- Assist with the production of a wide range of support materials for the school including, printing booklets, binding, laminating, advising staff on the most efficient and effective use of materials and equipment.
- Monitor and order reception resources (e.g. visitor labels).
- To have regard to and comply with safeguarding policy and procedure as appropriate. Undertake such other duties as directed and required from time to time
- To be committed to your own development through the effective use of CPD.
- To understand your own responsibilities, be committed to and comply with College and Trust policies and procedures relating to child protection, health & safety, welfare, security, diversity & equality, confidentiality and data protection, reporting any concerns to the appropriate person.
- To work collaboratively with the wider business and act in the interests of the Trust at all times.
- To support the delivery of the Trust strategy as it relates to this post.
- Any other reasonable task as directed by a member of the Leadership Group.

Other duties

- You may be required to perform other duties as directed by your line manager or any member of the Trust's Leadership team.

Person Specification

The following experience and skills are essential/desirable:	Essential	Desirable
Qualifications and Training		
GCSE level including English and Maths	X	
A recognised vocational/Business and Administration qualification		X
Experience		
Previous experience of reception duties	X	
Successful experience of working in an office environment	X	
Experience of dealing with a range of stakeholders, preferably including children	X	
General office experience, including answering phones, providing a reception service and dealing with a range of administrative tasks at the same time	X	
Good understanding of Microsoft systems	X	
Experience in the Education Sector		X
Experience in the use of SIMS		X
A professional telephone manner	X	
Excellent communication and interpersonal skills with demonstrable ability to communicate clearly and effectively with a wide range of stakeholders	X	
Ability to work under pressure, whilst maintaining a positive and professional attitude	X	
Ability to enter data accurately with thorough attention to detail	X	
Well organised, with an ability to prioritise workloads and take the initiative	X	
Ability to forward plan and work to deadlines within a busy and fast-paced environment	X	
Ability to build and maintain effective relationships	X	
The drive and initiative to develop own use of new technologies to improve enquiry management and administrative processes		X
Personal Qualities		
Commitment to safeguarding children and young people	X	
Excellent interpersonal and organisational skills, with an ability to remain calm, positive, polite and cheerful at all times	X	
A commitment to first-class customer service	X	

The ability to work as part of a cohesive and supportive team	X	
Flexible in approach and a willingness to respond to changing priorities	X	
Hard working, professional work ethic, with a desire to deliver high standards	X	
Tact, diplomacy, empathy and the ability to deal sensitively and appropriately with confidential information, with an understanding of data protection responsibilities	X	

This job description is not a comprehensive definition of the post. It will be reviewed from time to time and may be subject to modification at any time after consultation with the post-holder.