



RECEPTIONIST VACANCY

Recruitment Pack

Grade F1 - F6 Actual salary £20,818 - £23,715

Exceptional Educational Experience



Dan Morrow
Trust Leader



Clare Ridehalgh
Deputy Trust Lead



Rich Baker
Deputy Trust Lead

Welcome

At Cornwall Education Learning Trust (CELT), our mission is clear: to provide every learner with an **exceptional educational experience**. One that enables them to thrive, achieve and succeed in life. We believe in a **100%** mindset, that every learner, in every classroom, in every school, deserves the very best we can offer. For us, 100% means no compromise: no learner left behind, no community overlooked, and no opportunity wasted.

Our strategic goals reflect this ambition. We are committed to empowering and growing our people, building an ambitious all-through entitlement, forging exceptional relationships with our communities, transforming provision through meaningful partnerships, and leading an ethical, effective and innovative organisation. These are not just aspirations; they are promises that shape the way we work and the culture we are building together.

Joining CELT means becoming part of a values-driven trust where collaboration, innovation, and care for people are at the heart of all we do. If you share our 100% mindset, are passionate about education, and want to make a tangible difference to learners and communities across Cornwall, we would be delighted to welcome you to CELT.

Dan Morrow
Trust Leader

EXCEPTIONAL
EDUCATIONAL
EXPERIENCE

100%





Welcome from our Chair of Trustees

Our values are at the heart of everything we do. We believe in the power of **Collaboration**, building strong relationships and working together as one team to achieve our collective goals. We are committed to **Empowerment**, creating a culture where initiative, innovation and trust flourish, and where every individual feels valued, respected and motivated.

As a Trust, we are grounded in promoting **Leadership**, sharing a moral and ethical purpose to improve the lives of others and make a lasting difference for our learners and communities. And we embrace **Transformation**, approaching change positively so that we can all become our best selves and do our best work.

These values guide every decision we make and every action we take. They are the foundation of our Trust and the reason we can offer such exceptional opportunities for our learners and staff. If you choose to join CELT, you will be part of a values-driven organisation where people are supported to grow, contribute, and thrive.

Sally Foard
Chair of Trustees



Sally Foard
Chair of Trustees





Cornwall Education Learning Trust

Our Family of Schools

Our family of schools have the privilege of educating 9000 learners across mid-Cornwall. We are passionate about collaborating and ensuring 100% of our learners have an exceptional educational experience.



9000
LEARNERS



1200
CELT STAFF



16
SCHOOLS



Receptionist vacancy

Purpose of the Post:

You will be responsible for handling front line queries received from various sources, such as telephone, email and visitors. To be successful you should have strong communication skills, both verbal and written and a passion for customer care. You should have confidence interacting with customers, remaining calm and courteous whilst working to resolve requests.

Principle Responsibilities:

- To act as the first point of contact for school enquiries and to welcome visitors, ensuring all signing-in procedures are followed.
- Ensure correct Safeguarding practices and processes are followed when students arrive and leave via the main Reception.
- To receive and prioritise incoming telephone calls and deal with them appropriately, taking messages as required.
- To be responsible for the administration of the school's 'enquiries' email account and respond to queries as required.
- Update and maintain the School's Information Management Systems (SIMS), ensuring data is collected and recorded in a timely manner and in line with data regulations and contractual obligations.
- To administer updates to student Free School Meals within SIMS and manage queries from parents, staff and the Local Authority.
- To update all records regarding changes to student and parent contact details when received.
- To be responsible for all aspects of student school transport and liaise with the Local Authority Student Transport departments when necessary.
- To provide a professional and confidential administrative service for the school including word processing of correspondence, reports, publications and other documents as required. In addition to carry out general office duties as required.
- To support with sorting, distributing and administering incoming and outgoing mail.
- To be aware of and work in accordance with the school's child protection policies and procedures, and to raise any concerns relating to such procedures which may be noted during the course of the school day.
- Other general office duties as required.



Note:

- This Job Description is illustrative of the general nature and level of responsibility of the work to be undertaken commensurate with the grade. It is not a comprehensive list of all the responsibilities, duties and tasks relating to the post.
- The postholder may be required to undertake such work as may be determined by the Headteacher/line manager from time to time, up to or at a level consistent with the main responsibilities of the job.
- This Job Description may be amended at any time in consultation with the postholder.

SPECIAL CONDITIONS OF EMPLOYMENT

Cornwall Education Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The postholder is required to follow all of the Trust's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The postholder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.

All offers of employment are conditional and subject to an Enhanced DBS check and, where applicable, a prohibition from teaching check will be completed for all applicants.



Qualifications and Professional Development

Essential	Desirable
Attainment of Level 2 standard of Education (Maths and English at GCSE Grade 4 or equivalent)	

Skills & Experience

Essential	Desirable
Knowledge and experience of systems and processes within an education environment	Experience of working under pressure
Able to demonstrate initiative	Experience of working in a busy office environment
Equally be able to work independently or as part of a team	
Self-motivated with a professional and enthusiastic approach	

Knowledge and Skills

Essential	Desirable
Able to convey written and verbal information accurately, simply and clearly in a manner that is easily understood	Experience of flexibility and adaptability working in a team environment
Be able to demonstrate a high level of numeracy and literacy	
Excellent ICT skills including Microsoft Word, Excel etc.	
Demonstrates an awareness, understanding and commitment to the protection and safeguarding of children and young people	
Demonstrates an awareness, understanding and commitment to equality and inclusion	



Applying to CELT

We welcome applications via My New Term in the CELT Careers section of our website: www.celtrust.org.

If you would like to arrange a visit or discuss the role further, please contact Heidi Spurgeon at hspurgeon@poltair.celtrust.org

We want every candidate to know exactly what to expect from our recruitment process. All CELT application packs clearly set out key information : salary, interview dates, and application deadlines. All line managers involved in recruitment are trained to recognise and reduce bias, ensuring a fair and consistent experience for every applicant.

More information about our approach can be found in our Recruitment and Selection Policy via the trust website.



Safeguarding

Safeguarding is the golden thread through CELT - safeguarding is everyone's responsibility. We promote an open culture of learning and development where good practice is celebrated and mistakes are used to learn and improve practice and therefore outcomes for our learners.

A whole-school approach to safeguarding means listening to the voices of everyone in the school community. This includes learners as well as parents, carers and school staff.



Amy Daniels
Director of Inclusion

All offers of employment are conditional and subject to satisfactory pre-employment checks including receipt of original qualification documents, references, medical screening, proof of eligibility to work in the UK, Childcare Disqualification check and an Enhanced Disclosure and Barring Service (DBS) check.



People Services

Our vision is to build and nurture a talented, diverse team who are proud to deliver exceptional education across our Trust.

We believe in working together, treating everyone fairly, and always learning and growing. We are committed to creating a safe, inclusive, and supportive workplace where every colleague feels valued and inspired to do their best.

By investing in and caring for our people, we unlock their potential – enabling them to make a real difference to our schools, our learners and the communities we serve.

CEL T is committed to developing and empowering staff by ensuring that every colleague has the opportunity to thrive in their current role while being prepared for future opportunities.

Lea Randall
People Services Lead



Lea Randall
People Services Lead

**Empowering
our people to
support, teach
and lead**



Claire White
Headteacher

I feel privileged to have been part of SW100's cohort 2. I finished the year a different leader to the one I was 12 months before and I've never been more committed to change in our system. It reinforced my belief that teaching truly is the best job in the world.



Andrew Gasiorowski
IS Manager

I joined Brannel School as an apprentice and now manage the information services team at Poltair School. Working at CEL T has enabled me to progress professionally and has provided opportunities for me to work on strategic projects across the Trust.



Rebecca Blizzard
Assistant Headteacher

From gaining valuable leadership experience as Head of Science I felt ready and supported to become an Assistant Headteacher. I value the range leadership opportunities at CEL T and the strong collaboration amongst colleagues and our family of schools.

Staff Entitlement

As a Trust we understand that we have a responsibility to create a future-focused team that is ready for change and able to support our development. Part of this future planning involves succession planning and dynamic talent management.

Talent management is crucial at both a strategic and an individual level. It is about the value that every individual brings to Cornwall Education Learning Trust. By understanding people's strengths and unique contributions, we can ensure that they receive the development they need to have the maximum impact in their current and future roles.



Personal Growth & Inspiration:

- Exceptional development opportunities through training, mentoring, and networking.
- Complimentary access to Inspiring the South West conferences to fuel your ambition.



Health & Wellbeing:

- Free annual flu jabs, health screenings, and eye tests to keep you feeling your best.
- Discounted gym and leisure centre memberships to support your fitness goals.
- Wisdom app access for mental health support, mindfulness, and resilience.
- Confidential helpline and counselling through Health Assured, available 24/7.



Family & Flexibility:

- Up to 5 days paid emergency leave for dependants when life throws a curveball.
- Family-friendly policies and flexible working arrangements to help you balance work and home.



Perks & Extras:

- Cycle to Work scheme to promote greener commuting and save on bike purchases.
- Generous public sector pension scheme to invest in your future.



CELT CENTRE OF
EXCELLENCE

At CELT, we believe inspiration should flow through our staff as much as our students. Great teaching comes from colleagues who are curious, ambitious and continually developing their practice. Professional learning isn't an add-on – it's part of who we are.

The CELT Centre of Excellence at Penrice Academy brings this vision to life. It offers a place to reflect, learn and plan next steps, supporting colleagues at every stage of their career. Through programmes such as Future Leaders, New and Aspiring Leaders, and the upcoming Flourishing Programme, the Centre provides clarity, connection and opportunity for all roles across CELT.

Our aim is simple: to help every colleague grow, feel valued and thrive. By investing in ourselves, we strengthen our culture and keep inspiration at the heart of our classrooms.

CLICK HERE



"CELT is where teaching talent takes flight, and connection becomes the fuel that propels us forward. With comprehensive support, collaborative communities, mentoring, research-informed practice, and an unwavering focus on equity, CELT creates an environment where both teachers and learners thrive."



Hayley Bissenden

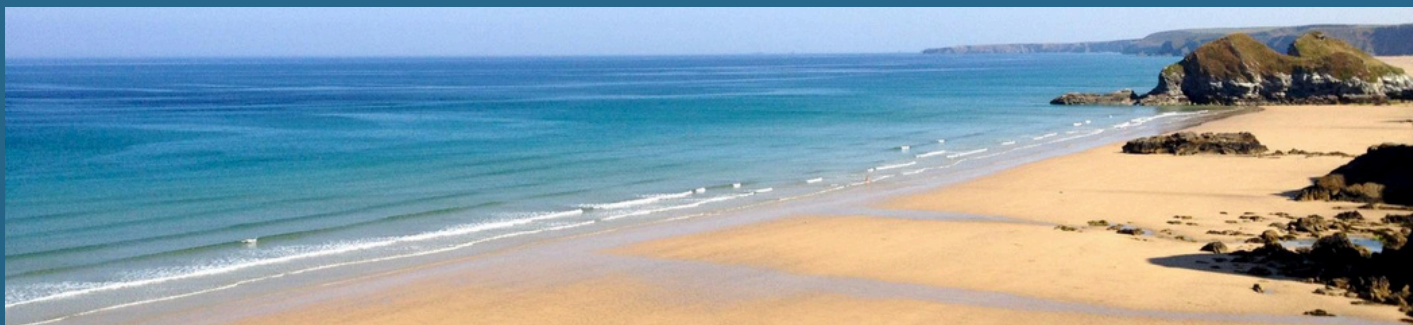
Hayley Bissenden
Director of the
Centre of Excellence





Living and Working in Cornwall

A Life That Feels Different—in the Best Way



Cornwall offers a rare blend of meaningful work, breathtaking surroundings and an exceptional quality of life. Our schools sit at the heart of proud, supportive communities where relationships matter and staff quickly feel part of something bigger.

Community

Cornwall's towns and villages are close-knit, welcoming and full of character. Families are deeply invested in their local schools, and the strong partnership between home and school is a defining feature of life here. When you join us, you're joining a place where people genuinely look out for one another.

Lifestyle

From beaches and rugged coastline to moorland and open countryside, Cornwall's natural beauty is always within easy reach. Shorter commutes and access to the outdoors help create a healthy balance between work and life—and the space to truly recharge.



Infrastructure

Cornwall is ambitious about its future. From major road improvements such as the upgraded A30 to enhanced digital connectivity and the convenience of Cornwall Airport Newquay, the region continues to invest to keep people connected and moving.

Families

Safe communities, excellent schools, and a huge range of activities make Cornwall an exceptional place to raise children. Whether it's beach days, outdoor adventures or creative arts, there's always something to inspire young minds.