

Receptionist/ Student Services



Grade N4: £26,403 - £27,254 pa

Actual Salary Range £23,833 pa to £24,601 pa

Permanent, Full Time – 37 hours per week

This is a Term-Time only post plus 5 training days and 10 additional days

Hours: 8am to 4pm Monday to Thursday and 8am to 3.30pm on Fridays with a 30-minute unpaid lunch break

Required as soon as possible

Closing Date: 9am on 9th January 2026

**CANDIDATE
INFORMATION PACK**



ACHIEVEMENT, STUDENTS & LEADERS MATTER

Tel: 0191 214 2201

www.northernleaderstrust.org

Registered Office Address: Kenton School, Drayton Road, Newcastle Upon Tyne, NE3 3RU

Receptionist/ Administrator

Job Description

Pay Range: N4

Responsible to:

Senior Administrator



Job Purpose

To provide a comprehensive reception, administrative support to the school.

Main Responsibilities

The following list is typical of the level of duties which the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar type and level may be required from time to time.

Key Accountabilities

- To act as first point of contact for all students and visitors to the school, ensuring queries are dealt with promptly and effectively.
- To respond to telephone queries efficiently and effectively.
- First aid intervention in accordance with school procedures.
- To ensure that all visitors in school are logged and monitored in accordance with school safeguarding procedures.
- To provide general administrative support including typing, updating records, photocopying, sorting and delivering post and franking.
- To assist with the ordering of stationery and other office consumables in accordance with purchasing procedures.
- To act as Fire Marshall and ensure Fire Evacuation procedures are followed.
- To support the school through enforcing good standards of behaviour at all times in line with school policies, and through undertaking break and lunch duties if and when required.
- Promote the safeguarding and welfare of children and young persons the postholder is responsible for or comes into contact with.
- Be aware of school policies and other guidance on the safeguarding and promotion of wellbeing of children and young people. Take appropriate action where required.
- Promote and implement policies and practices that encourage mutual tolerance and respect for diversity in all aspects of employment and service delivery.



INTRODUCTION

From the Principal

Dear Applicant

At Studio West we are passionate about providing the very best education possible for young people in our city, our region and nationally and our strong and committed team share our vision of ensuring all our students not only reach their potential but that they are confident, happy and resilient students who treat each other with compassion and respect.

We are seeking an exceptional Receptionist – Student Services to join our busy team, acting as first point of contact for students, parents/carers, visitors and other stakeholders. The role is an exciting and diverse one dealing with a wide range of queries and supporting the office with wider administrative tasks.

We are looking for candidates with excellent communication skills, both written and oral, strong organisational skills with the ability to prioritise a diverse workload to meet deadlines, exceptional administrative skills including the ability to type and input data with both speed and accuracy, and most importantly, an interest in working in an environment where children are at the heart of everything we do. Previous experience working with in a school setting would be a benefit but is not essential.

If you have the skills, commitment and enthusiasm to succeed in this role, we want to hear from you. In return we can offer you,

- Pension Scheme
- Cycle to work scheme
- Free on-site parking
- Access to a range of health and wellbeing benefits
- Free gym access at Kenton School

We look forward to receiving your application.

Yours sincerely

Lee Kirtley

Chief Executive Officer



GCSE Results Day

Our 2022 GCSE results reflect the many positive changes that have taken place in the academy over the last year. All students are given the best possible support and advice and encouraged to follow their passion, whatever that might be.

Receptionist/Student Services

Person Specification

Part A: Application Stage

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

1. Level 2 qualification in Literacy and Numeracy e.g. GCSE A*-C or equivalent in English and Mathematics or equivalent, or be able to offer evidence of commensurate experience.
2. A current First Aid certificate or be willing to work towards.
3. A proven track record of working on a busy reception or acting as first point of contact for queries on a face to face and telephone basis.
4. A proven track record of successful work experience in an administrative post.
5. Experience maintaining computerised and manual administrative systems.
6. Effective organisational skills e.g. lesson preparation, scheme of work development, meeting deadlines, good record keeping etc.
7. Effective written and oral communication skills.
8. Appropriate behaviour and attitude towards safeguarding and promoting the welfare of children and young people including:
 - motivation to work with children and young people
 - ability to form and maintain appropriate relationships and personal boundaries with children and young people
 - emotional resilience in working with challenging behaviours
 - Understanding of behaviour management strategies
9. Flexible approach to work/team worker.

Desirable

11. Relevant administrative qualification, e.g. NVQ or BTEC in Business Administration
Experience working with young people.

Receptionist/Administrator

Person Specification

Part B: Assessment Stage

Items 3 – 9, and 12 of the above criteria will be further explored at the assessment stage in addition to the criteria listed below:

Essential

1. Ability to establish and develop professional and effective relationships with adults and young people.
2. Effective IT skills including ability to type and input data with speed and accuracy.
3. Tactful and diplomatic.
4. Calm, professional manner.
5. Committed to equality and diversity.
6. Committed to own professional development.
7. Excellent organisational skills with the ability to prioritise effectively to meet deadlines.
8. Ability to deal with challenging situations and queries calmly and professionally.

Desirable

Item 12 of the Part A: Application Stage Desirable criteria.



A-Level Results Day

Northern Leaders Trust is laying the foundations now for a period of solid growth over the coming years. These results are just the start of this journey.

About our Trust

Northern Leaders Trust; Formed in 2014, our Trust currently incorporates both Kenton School and Studio West, an innovative 11-19 studio school.

Under the leadership of Chief Executive Officer Lee Kirtley, the Trust's main objectives are encompassed in its vision statement, which is 'Students are at the centre of everything we do. Through collaboration, every aspect of our work is of high quality. Our academies deliver an ambitious and inclusive curriculum. This enables all students to have high aspirations and to excel academically and socially.

Each academy is unique and retains its own identity whilst aligning with our Trust vision and values. Each academy's motto summarises this.

Kenton School

'All Different, All Equal'

Studio West

'Learning that connects.'

Our Trustees

Over the last three years, the Trust Board, comprising of 3 members and 7 Trustees has delivered major improvements to the governance, leadership and financial health of the Trust.

Our Trustees come from a variety of different education and business backgrounds, driving the strategic vision of the Trust and our schools. The Trust and its schools are supported by a strong central services team covering core Trust functions, such as HR, Finance, Data and ICT.

TRUST SHARED VALUES

Shared Expectations – The One Trust Rule

Every student and adult is expected to behave in a responsible manner both to themselves and others, showing consideration, courtesy and respect for other people and their wellbeing at all times.

Leadership – Leaders help themselves and others to do the right thing. We firmly believe that all students and staff within our Trust are leaders.

Excellence – We are a Trust that strives to achieve excellence in academic, sporting and artistic pursuits.

Integrity – We are honest and driven by a clear moral purpose. Acting with integrity means we strive to do the right thing at all times.

Kindness – We value being kind to one another, using our manners and being considerate of each other's feelings.

Inclusivity – All students are welcomed into our classrooms and their uniqueness is celebrated. We have high aspirations for all students: no groups or individuals will be left behind.

Humility – We are humble in both success and failure. We acknowledge that our successes are achieved through the hard work of our students, parents, teachers and community.

Together – We believe that the Trust is stronger together and that collaboration is always more effective than competition.

Reflectiveness – We value reflection as a way to achieve improvement. We believe in inspiring all our learners to question, research, engage and therefore thrive,

About our School

Studio West,
West Denton Way,
Newcastle upon Tyne
NE5 2SZ



Studio West opened in 2014 as a 13 to 19 studio school but, with effect from September 2017 and due to local, popular demand, a change in age range was agreed with the DfE and the school began to admit students in Year 7.

The school now has around 550 students with a PAN of 90.

The ethos of Studio West is enshrined in 'Learning that connects.' The principle that learning must constantly connect school with the real world and the full range of work-related learning and career progression, towards university, an apprenticeship or other destination tailored to the needs of the individual.

Graded as 'Good' by Ofsted in early 2019, we are one of the most successful studio schools in the Country. We use the full range of work-related learning and career progression alongside academic prowess to prepare students for university, an apprenticeship, further training and employment - tailored to the needs of the individual.



For further information, please visit our website
www.sw.northernleadertrust.org

Additional Information for Applicants

Conditions of Service

The conditions of service applicable to the post are those determined by the National Joint Council for Local Government Services (the National Agreement) and locally agreed terms and conditions.

Working Hours

The working hours for the post are 37 per week, with current working pattern of 8 am to 4 pm Monday to Thursday and 8 am to 3.30 pm on Fridays (with a 30 minute unpaid lunch break each day). The post is term time only which equates to 38 working weeks per year.

In addition, staff will be contracted to work 5 additional training days (allocated at the start of each year – one or more of which will be disaggregated into 'twilight' evening sessions), plus 10 additional 'on call' days. On call days are to be worked during the school holiday periods at times allocated by the line manager.

Status/Probationary Period

This post is permanent. New entrants to Northern Leaders Academy Trust are subject to a six-month probationary period.

Pension Scheme

On appointment, new associate staff will be automatically joined into the Local Government Pension Scheme (unless they choose to opt out). Further information can be found at www.twpf.info.

Safeguarding

Northern Leaders Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We are fully committed to ensuring that consistent effective safeguarding procedures are in place to support families, children and staff at school.

Rehabilitation of Offenders

All posts involving direct contact with vulnerable children are exempt from the Rehabilitation of Offenders Act 1974. The amendments to the Exceptions Order 1975 (2013 and 2020) provide that certain spent convictions and cautions are 'protected'. These are not subject to disclosure to employers and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found on the Ministry of Justice website www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974.

Additional Information for Applicants

Pay and Grading

The grade of the post is N4, equivalent to local government pay spine points 7-9, with current corresponding salary of £26,403 - £27,254 pa (fte)

Incremental progression through the pay range takes place on 1 April each year until the top of the grade is reached.



Application Process

If you feel you have the experience, skills and attributes to succeed as part of our team, please download and complete our application form and return it to hr@northernleaderstrust.org

Closing Date:

9am on
9th January 2026



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