



MOSAIC
LEARNING TRUST
Raising Aspirations,
Empowering Futures

Candidate Information Pack Student Reception Support Assistant

Closing Date: 9th February 2026 at 9.00 a.m.
Interviews to be held: 13th February 2026



Golborne Community
Primary School



SOUTHLANDS
HIGH SCHOOL
Endeavour for Excellence



Standish Community
High School

Outstanding!



Chief Executive Officer: Neil Moore

It is with great pleasure that I introduce you to the Mosaic Learning Trust and I hope this information will enable you to decide on your suitability to join our journey and become part of our growing team. As a Trust, we are determined to challenge our students inside and outside the classroom to strive for individual excellence and to achieve the highest academic standards. Our Trust is committed to supporting every student so they can develop to their full academic potential whilst experiencing a wide and exciting range of opportunities to equip them with the skillset for a successful future as rounded, mature and confident members of modern society.

I am very proud of the Trust, its students, staff and Trustees. Education at Mosaic provides much more than exam excellence. It aims to develop and nurture our children to take their place as caring and confident young people in the outside world. Our staff have opportunities to engage in high quality Continuous Professional Development and all staff have access to our supportive, well-being packages. We would like to invest in the long-term career of an exceptional candidate and would welcome visits from prospective applicants.

Who we are:

The Mosaic Learning Trust was established in 2017. The ambition for all in the Trust is to serve the educational interests of students in becoming successful learners, confident individuals and responsible citizens, irrespective of background or ability. We have set our Trust on achieving:

- Ambitious expectations with successful outcomes so that no child is left behind in achieving all they can
- Academies committed to excellent teaching and learning with highly performing personnel
- Well led academies across all levels working within well-established staffing structures
- Self-evaluation built around accountability, development and improvement. Each academy will have data astute and responsive management systems
- Academies that offer engaging, relevant and well-considered curricula
- Excellent Trust governance that will ensure we are a Trust that is financially viable and forward thinking
- Academies that provide safe and positive learning environments

At **Standish Community High School**, we are committed to the highest levels of academic achievement, personal growth and lifelong fulfilment. Our motto 'Be Outstanding' captures our determination and belief that all of our students deserve the very best education and opportunities that enable them to flourish and grow in confidence and develop the skills and expertise, to become happy and well-rounded, successful individuals.

Southlands High School believes in being a strong and loyal community in which every student and every member of staff is supported to achieve their very best and reach their fullest potential. Through high quality teaching, strong pastoral systems and a focus on personal development, we seek to prepare each and every student for the bright and optimistic future ahead of them.

At **Golborne Community Primary School**, our constant aim is to facilitate children's learning in a warm, encouraging and respectful community existing in a quality and stimulating environment. Our ethos relies heavily on the concept of independent learning and self-discipline. We hope to develop in all children the desire to learn and the ability to apply their full knowledge. At the same time, we want to help each child find the self-esteem and confidence that are so necessary to live a full and happy life.

What are the Benefits of Working for the Mosaic Learning Trust?

At the Mosaic Learning Trust, we understand that investing in our staff is the best investment for our students and offer a wide range of strategies to help our teachers and support staff to be highly effective in their roles. The Trust offers: -

Salary

We offer competitive salaries for teaching staff in line with the School Teachers Pay and Conditions Document. We also offer competitive salaries to school support staff on an incremental salary scheme, paid according to agreed pay grades using national spinal column points. Support staff receive an increment on 1st April each year, or when they have completed six months of service if appointed between October 1st and March 31st, until they reach the top of the band within their pay scale.

Pension

The Trust offers access to a substantial contributory pension scheme in line with the Teachers Pensions and Local Authorities.

Generous Holidays

Full year support staff have a statutory right to 28 days paid holiday a year including bank holidays, the Trusts' minimum entitlement for support staff is 35 days (including bank holidays) increasing to 40 days (including bank holidays) after 5 years' continuous local government service.

Wellbeing

We are committed to supporting the physical and mental wellbeing of our staff. We offer occupational health services, Schools Advisory Service (SAS) – wellbeing services, an employee assistance program, free flu vaccinations, eye care, discounted local gym memberships and we are a part of the cycle to work scheme.

Trust 'Inset Days'

The Trust offer additional Inset Days to give staff non-contact time for additional training, CPD, preparations, department time, leadership time etc.

Learning and Development

Learning and Development is essential to the success of the Trust and will help us meet our objectives and address the challenges we face over the coming years. This is an on-going process and one which should therefore be continuous throughout the year. There are many opportunities in the course of day-to-day work for learning and development to take place and service-specific training is provided appropriate to the needs of the job.

We also have an e-learning portal, through the National College which provides employees with access to a range of online courses and resources at a time that suits them, designed to help them enhance their professional development and refresh their learning, with new courses being added regularly.



January 2026

Dear Applicant,

Student Reception Support Assistant – Permanent Contract

Many thanks for your interest in the above position. Please find enclosed the following documents:

- ❖ Job Description
- ❖ Person Specification
- ❖ Application Process

Standish Community High School is advertising for a permanent Student Reception Support Assistant to commence employment as soon as possible.

We are looking to appoint an enthusiastic, self-motivated and highly organised person to work alongside the Student Reception Manager and to contribute to the outstanding support, care and guidance that the school offers its pupils. Applications are sought from people with energy, commitment and a determination to succeed. The successful candidate will develop, manage and evaluate systems that support student's pastoral and medical needs in school.

The working hours will be 37 hours per week, term time plus 1 week, 8.30 a.m. until 4.30 p.m. Monday to Thursday and 8.30 a.m. to 4.00 p.m. on Fridays.

This full-time role will be based at Standish Community High School, however as we are part of Mosaic Learning Trust, there may be occasions when you will be required to work at other schools within the Trust.

We encourage applicants to apply through [TES](#). Applicants can also apply through [Teacher Vacancies](#) and [MyNewTerm](#) or by filling in the school's application form found on the [School Website](#). Completed application forms can be forwarded by email to: recruitment@standishchs.wigan.sch.uk applications will not be considered.

Applications will be considered as soon as they are received, and the closing date will be Monday 9th February 2026 at 9.00 a.m. Interviews are scheduled to take place Friday 13th February 2026.

Any offer of employment is subject to a satisfactory enhanced criminal record check with barred list check through the Disclosure and Barring Service (DBS), medical clearance, references, and verification of qualifications satisfactory to the Trust.

Yours faithfully,



Miss R Atherton

Trust H.R. Manager



Standish Community High School

January 2026

Dear Applicant,

Welcome to Standish Community High School.

Thank you for considering an application to the permanent position of Student Reception Support Assistant at Standish Community High School. I am happy to recommend Standish Community High School to you as a high performing, vibrant, caring and forward-thinking school – where the academic achievement and personal development of each student go hand in hand.

As a school we are committed to the highest levels of academic achievement, personal growth and lifelong fulfilment. Over the five years, our students make considerable strides towards adulthood - for them to achieve this all our students follow 'The Standish Way' and are encouraged to become Successful Learners, Confident Individuals and Responsible Citizens.

Our school has a strong sense of community, purpose and belonging. We value our students and recognise that success looks and feels different for each student. However, what is consistent is our team of passionate, enthusiastic, caring and committed staff who work relentlessly in pursuit of excellence for the students and community we serve.

At Standish Community High School, we have a strong commitment and belief in developing staff at all levels. We seek to recruit and retain colleagues whose drivers match our school ethos and are committed to their own personal development. Successful candidates will receive a high-quality induction, appraisal, continuous development programs and opportunities to contribute to whole school projects.

I hope you find this application pack helpful in making your decision to apply for this exciting career opportunity. I would like to thank you for your application, investment of time and - whatever the outcome – I wish you well in the future.

If you have any questions for us, do get in touch, we are always here to help.

Yours faithfully,

Mrs L Barker
Headteacher

JOB DESCRIPTON

INTRODUCTION	
Post Title:	Student Reception Support Assistant
Purpose:	The Student Reception Support Assistant will work closely with the Student Reception Manager to provide support for students' pastoral and medical needs, ensuring their wellbeing and safety are prioritised at all times. This role involves building positive relationships with students and families, promoting a caring and supportive environment, and assisting with key pastoral processes to help every student thrive.
Line Management:	Assistant Headteacher
Liaising with:	Headteacher, Senior Leaders, Student Reception Manager, School Staff, Students, External Agencies and Parents/Carers
Working time:	37 hours per week working term time plus 1 week 8.30 a.m. to 4.30 p.m. Monday to Thursday 8.30 a.m. to 4.00 p.m. on Fridays
Salary/Grade:	Grade 4, SCP 5 (£25,583.00) – SCP 8 (£26,824.00) Actual salary £22,101.48 – £23,173.59 per annum dependent on current point and continuous service
Disclosure Level	Enhanced
Conditions of Employment	No holidays are permitted during the 190-day teaching year.
Main Duties / Job Outline	<p>Operational Support</p> <ul style="list-style-type: none"> Support the Student Reception Manager in the day-to-day running of the Student Reception Office, acting as a point of contact for students and parents requiring assistance Work in close liaison with The Bridge staff to support the needs of individual children Respond appropriately to issues of a sensitive and/or safeguarding nature, escalating to the Pastoral Team as required Support the maintenance of high-quality spare uniform and equipment, facilitating the loaning of items to students under the direction of the Student Reception Manager Provide cover for the Student Reception Manager during periods of absence <p>Medical & First Aid Support</p> <ul style="list-style-type: none"> Act as a first aider, providing immediate care to students who are unwell or injured Support the Student Reception Manager in coordinating and maintaining Health Care Plans for students with specific medical needs, in conjunction with parents, the School Nurse and other relevant healthcare professionals Assist the Student Reception Manager with the coordination of school vaccination sessions for relevant age groups, supporting communications and collaboration with the school nursing team Support the completion and retention of appropriate records for school vaccinations Maintain up-to-date medical records and update students' medical history on school records where relevant, under the direction of the Student Reception Manager Assist in maintaining accurate records of all medication and allergies in school (including asthma, allergies, Epi-pen, diabetes and ADHD) Assist in the entry of student medical information into Arbor and FAST TRAK, maintaining accurate records in accordance with new and changing medical needs Ensure that all student medication is stored securely in a lockable cabinet and that details

- are recorded on the medical log
- Assist in updating the medical register each term, ensuring new cases are added immediately
- Maintain accurate daily recording and monitoring of first aid incidents and accident records, including details of injuries
- Complete and submit any required RIDDOR accident reports (with the support of School Operations Manager)
- Assist with monthly stock audits of First Aid boxes, First Aid kits and defibrillators throughout the school (including those used for trips) and ensure they are replenished, reporting any issues to the Student Reception Manager

Risk Assessment Support

- Ensure that students returning to school after an injury which impacts mobility, hearing or sight have a suitable Personal Emergency Evacuation Plan (PEEP) in place and uploaded to the designated areas
- Ensure that student risk assessments are completed on return to school where an injury or medical condition requires adjustments to be made and uploaded to the designated areas
- Support liaison with the School Nurse and Pastoral Team regarding confidential medical matters
- Assist in liaising with partner schools to assess students' potential medical needs prior to their attendance at the school

Student Reception Duties

- Welcome and greet students and parents/carers in a professional and friendly manner, providing a positive first impression of the school
- Answer incoming calls promptly and courteously, dealing with parental queries or directing them to the appropriate staff member, demonstrating excellent customer service skills
- Carry out reception duties, including handling student queries and emergencies with sensitivity and efficiency
- Monitor and respond to student welfare concerns that arise through reception interactions, escalating to appropriate staff as necessary
- Manage parent collection procedures ensuring safeguarding protocols are followed at all times
- Provide attendance cover when required, ensuring accurate data entry and reporting, following up on unexplained absences in line with school procedures

Administrative Duties

- Issue behaviour points (including for inappropriate uniform) when necessary, in line with the school's Behaviour for Learning Policy, ensuring that any changes are communicated to parents/carers
- Manage and maintain manual and computerised records/management information systems
- Support the coordination of Parents' Evenings, including scheduling appointments, managing communications with parents/carers, and ensuring smooth logistics on the evening
- Assist in the production of the Yearbook, liaising with staff and students for content and design, managing deadlines and coordinating contributions
- Attend meetings and take minutes as required

	<ul style="list-style-type: none"> • Liaise and communicate with outside agencies where necessary, under the direction of the Student Reception Manager • Undertake a range of administrative duties including filing, copying, scanning, typing and information recording
Other Duties	<ul style="list-style-type: none"> • To carry out the duties in the most effective, efficient and economic manner available. • To continue personal development in the relevant area. • To participate in the staff review and development appraisal process. • To support the development and promotion of an image which is consistent with the aims of the school. • Provide general clerical/admin support, when necessary, for example, photocopying, filing, faxing, completing standard forms, responding to routine correspondence. • Be aware of and comply with policies and procedures relating to child protection, safeguarding, security, confidentiality and data protection, reporting all concerns to an appropriate person. • Commitment and support to ensure equal opportunities for all. • Contribute to the overall ethos/work/aims of the school. • Appreciate and support the role of other professionals. • Attend and participate in relevant meetings as may be reasonably directed.
Communications	<ul style="list-style-type: none"> • To maintain effective links throughout the school. • To communicate and consult with other staff and pupils. • To promote a positive service to both staff and pupils. • To communicate and co-operate with internal/external individuals and bodies as appropriate. • To follow agreed policies for communications within the school
Health and Safety Training	<ul style="list-style-type: none"> • To undertake Health and Safety Training on areas within the designated work area • During fire evacuations be responsible for accounting for staff / being a fire marshal and follow procedures explained in the Fire Safety and Evacuation Procedures Policy
School Ethos	<ul style="list-style-type: none"> • Play a full part in the life of the school community, supporting its distinctive mission and ethos and encouraging staff and students to follow this example • Promote actively the school's corporate policies • Comply with the school's health and safety policy and undertake risk assessments as appropriate
SIGNATURES	
<p>The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.</p> <p>This job description is current at the date below but will be reviewed on an annual basis and following consultation with you, may be changed to reflect or anticipate changes in the job requirements, which are commensurate with the job title and grade.</p> <p>Whilst every effort has been made to explain the duties and responsibilities of the post each individual task undertaken may not be identified. Employees are expected to comply with any reasonable request from the Headteacher / SLT link to undertake work of a similar level that is not specified in this job description.</p>	
Signed	Signed
(Student Reception Support Assistant)	(Headteacher)
Dated	Dated
(Student Reception Support Assistant)	(Headteacher)
SAFEGUARDING OF CHILDREN AND YOUNG PEOPLE	
<p>This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p>	

PERSON SPECIFICATION

Student Reception Support Assistant

Aspect	Essential/ Desirable
Experience	
Experience of using a range of computer packages i.e., Microsoft Office, Internet & Arbor	D
Experience of undertaking a range of routine clerical tasks	E
Qualifications	
Minimum of 3 GCSEs Grades (A to C) including English & Maths or equivalent qualifications	E
NVQ Level 3 in Business Administration or equivalent relevant qualification/QCF credit value or willingness to work towards within agreed timescales	E
Willingness to undertake further relevant training	E
Hold a valid first aid certificate or willingness to gain the certificate	E
Knowledge & Understanding ~ Applicants should be able to demonstrate knowledge and understanding of the following areas relevant to the post	
Knowledge of school related office procedures	E
Knowledge of working within a school setting or learning resource facility	E
Good numeracy and literacy skills	E
Personal Skills, Abilities and Competencies ~ Applicants should be able to provide evidence that they have the necessary skills and abilities required	
Ability to deliver polite, courteous and efficient service	E
Excellent communication skills to deal with adults and children	E
Ability to use initiative to respond to and resolve problems	E
Ability to work effectively as part of a team and individually	E
Ability to respond to and resolve routine problems	E
Ability to work in accordance with the schools health and safety policies	E
Maintain confidentiality where appropriate	E
Adaptable, flexible, diplomatic, tactful and committed to success	E
Willingness to work occasional unsocial hours	E
Understanding procedures with regard to Safeguarding	E
Be aware of Best Practice with regard to working with young people	E
Personal Qualities	
Integrity, professionalism and diplomacy	E
Tact and a sense of humour	E
A personal and friendly nature	E
Application	
Accurate completion of school or online application form	E
Letter which addresses person specification, evidence in letter and application	E
High standards in spelling and writing	E
Legal Issues	
Legally entitled to work in the UK	E
Enhanced DBS Clearance	E

Arranging a visit:

Candidates wishing to visit the school or arrange a telephone discussion can contact Charlotte Davies, who will arrange a suitable time: 01257 478733.

Application process:

To apply, please use the TES, MyNewTerm, Teaching Vacancies or School application form.

Advertising date: Tuesday 27th January 2026
Closing date: Monday 9th February 2026
Short listing: Monday 9th February 2026
Interview date: Friday 13th February 2026

In line with Safer Recruitment guidelines, we will be taking up references in advance of the interviews and taking them into account throughout the interview process.

Standish Community High School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and adhere to the school's child protection policies and procedures ([link to policies](#)). Enhanced checks through the Disclosure and Barring Service (DBS) will be required for this post.

The post is likely to come under the requirements of the Childcare (Disqualification) 2009 Regulation and the successful applicant will be required to complete a declaration form to establish whether they are disqualified under these regulations and is also subject to medical clearance.

More information about the school can be found on the [School Website](#)

When completing your application, please ensure that all sections are completed, gaps in employment history are accounted for and details of awarding bodies are included. You should refer to the job description and person specification to guide your application. Your supporting statement should be no more than 2000 words. Please note that late applications will not be considered.

