

Secondary

Academy  
Transformation  
Trust

Academy Receptionist

# Application Pack

Westbourne Academy

Marlow Road, Ipswich IP1 5JN



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# 01. Welcome from the CEO

## Welcome from the Chief Executive

Thank you for your interest in joining Academy Transformation Trust. Choosing the right next step in your career is an important decision, and I am delighted that you are considering doing so with us.

At ATT we are driven by a simple but profound belief: every child can and should become capable, competent, and confident. Our purpose is to transform lives through education, and our strategy, ATT2030, sets out how we will achieve this for every pupil, every colleague, and every community we serve.

We know that people are at the heart of everything we do. Our trust thrives because of the talent, dedication, and values of our colleagues. If you choose to join us, you will become part of a high-trust, high-accountability organisation where principals are empowered to lead, colleagues are supported to grow, and everyone is united in the moral purpose of education.

We are ambitious for our pupils and ambitious for our people. Across the trust you will find a culture of collaboration, professional excellence, and deep care for one another. We celebrate hard work, integrity, and teamwork, and we create opportunities for everyone to flourish.

I wish you every success with your application. Whether or not you go on to join us, I hope you will recognise that ATT is a community committed to excellence, to belonging and becoming, and to ensuring that all of us – pupils and adults alike – leave more capable, more competent, and more confident than when we arrived.

With best wishes,



**Mark McCourt**  
*Chief Executive Officer*



## 02. About Academy Transformation Trust

### About Academy Transformation Trust

At Academy Transformation Trust (ATT), our ambition is that every person who passes through our schools and colleges becomes an educated person – able to take a rightful place in the community of educated people and to join what Robert Maynard Hutchins called “the Great Conversation.” An ATT education stresses history, the scientific mode of thinking, the disciplined use of language, a wide-ranging knowledge of the arts and religion, and the continuity of human enterprise. We aspire for everyone, regardless of their starting point, to leave us capable, competent, and confident.

### Our Values

ATT2030 sets a values-driven culture that is explicit about how we work and lead:

- **Belonging & Becoming:** we meet each child where they are and refuse to leave them there – giving them both roots and wings.
- **Integrity & Excellence:** we act ethically, celebrate excellence, and pursue high standards in all that we do.
- **High Trust, High Accountability:** decision-making sits close to pupils and communities; principals are trusted as strategic leaders; the central team acts as expert partner; accountability is professional, dialogic, and focused on learning and improvement.

### Our Three Goals

Everything in ATT2030 is organised around three interlinked goals that describe the kind of people – pupils and adults – we are forming:

- **Capable:** equipped with the knowledge, skills, and emotional readiness to perform to a high standard, adapt to change, and contribute meaningfully.
- **Competent:** possessing the knowledge, habits, and judgement to get things done – well, reliably, and independently – handling setbacks and making steady progress.
- **Confident:** feeling safe, happy, and known – secure enough to take risks, speak up, and grow with purpose and integrity.



## Our Nine Aims (by 2030)

These goals translate into nine aims that define success for ATT by 2030:

### Capable

1. Professional Excellence – skilled professionals delivering consistently high standards.
2. Fluent Learners and Thinkers – confident, curious learners fluent in communication and technology.
3. Multiple Pathways to Success – diverse routes that recognise varied talents and passions.

### Competent

4. Purposeful, Knowledge-Rich Learning – rigorous, meaningful learning that enriches lives.
5. Unwavering Focus – purposeful use of time and energy on what matters most.
6. Strength Through Challenge – resilience built by tackling challenge and learning from it.

### Confident

7. Valued and Empowered Individuals – everyone known, valued, and supported to be their best.
8. Leading with Integrity, Celebrating Excellence – values-led leadership and cultures that recognise excellence.
9. Moments That Shape Us – deliberate rites of passage and significant experiences that foster growth and self-discovery.

## Our Approach to Working Together

We are building a high-trust, high-accountability organisation. Principals are empowered as strategic leaders of their academies; the central team provides expert challenge, support, tools, and evidence; accountability is reframed as professional dialogue aimed at continuous improvement, not blame. This is how we ensure that every child leaves us capable, competent, and confident.



## 03. Academy Information



Westbourne Academy in Ipswich isn't just a school – it's a microcosm of the world with students from all around the globe. Between them they speak 50 languages, and their unique perspectives on learning and life make this a very special academy.

During 2025 Ofsted inspected us and although they noted a range of strengths, including that most students are polite, friendly and hardworking, with warm and positive relationships with staff, they highlighted areas for development that led them to be unable to repeat the Good grade that the Academy achieved in both 2019 and 2024. We therefore find ourselves in a unique position where our focus is on rapid improvement. We are resolute in our commitment to improving Westbourne and are confident that the steps we are taking will achieve this.

Many of our students come from deprived backgrounds with 40% qualifying for the pupil premium and they therefore face significant barriers to learning. Our role is to help them to overcome their barriers, so they can achieve their potential and unlock the opportunities life in modern Britain offers.

We welcome fresh ideas from all our staff and actively value their creativity and imagination. We are passionate about improving our practice, and we are always keen to find new ways to do things.

Westbourne Academy offers the satisfaction of transforming disadvantaged young people's futures, in an excellent location amidst attractive countryside, just an hour from London.

Our abiding passion is for all students to "achieve their potential" and to "develop the skills necessary for employment and life" through their learning and the development of their intellectual, creative, physical and emotional capabilities.

We aim to instil our core and aspirational values and for our students to develop moral integrity and become responsible global citizens. We, therefore, encourage them to develop a strong sense of responsibility towards each other and to those beyond their immediate community.

The pursuit of academic excellence is crucially important, but the learning experience for Westbourne students is not confined to the classroom. We are fully committed to the idea of an all-round education where personal development is valued as much as examination success, and we are proud of discrete lessons in enrichment.

The Academy is well served by a team of highly committed teachers and support staff, who frequently "go the extra mile", working in partnership with the Trust, Local Governing Body and parents to provide the very best possible education. We are extremely fortunate to have exceptional staff to support "Team Westbourne" and the pursuit of its vision and strong core and aspirational values.

We are proud of our students and, if you take the opportunity to come and meet with us all, as I sincerely hope you will, we believe you will see why.



## 04. Job Description

# Job Description

## Academy Receptionist

### Responsible to:

- Executive Administrator

### Purpose of Job:

Our Receptionist values the need to create a good first impression for visitors and phone callers and values the importance of safeguarding and security at the front of school. Our Receptionist deals with a wide range of academy and community stakeholders and their queries and they are the first point of contact. Confidentiality and tact are needed at all times and the Receptionist must know when and who to refer matters of concern.

- To follow the latest safeguarding and GDPR procedures with regards to visitors to the academy
- To follow the latest safeguarding and child protection procedures with regards to students leaving the academy during the school day or arriving late/returning to school

### Key elements of the role:

- To welcome all visitors to the academy in a legally compliant manner and to contact the appropriate person on their arrival.
- To screen visitors wanting to enter through the vehicle-in and pedestrian gates.
- To supervise the 'Visitor Signing In/Out' system (Inventory), ensuring safeguarding procedures are adhered to and that all visitors wear the correct colour lanyard and are escorted appropriately where necessary.
- To make visitors aware of the emergency evacuation and safeguarding reporting procedures on arrival.
- To receive and redirect telephone calls via the switchboard in a welcoming and efficient manner and relay messages accurately via email or voicemail.
- To keep the Reception foyer a welcoming, tidy and organised environment and maintain copies of appropriate flyers and booklets in the standing display.
- To book meeting rooms via the online room booking portal for staff who request it.
- To keep the Reception Meeting Room tidy and organised and close any open windows at the end of the day.
- Emergency Evacuation – to carry out responsibilities as detailed in WA Emergency Evacuation Action Plan.

- Keep up to date with dates and times of events taking place in school in case of inquiries, such as parent/carer evenings, monthly parent/carer forums, monthly WA Community Hub events, weekly sports fixtures etc, Year 11 Prom etc.

## Post & Parcels

- Sort the daily post and distribute accordingly at the end of the day (to staff room pigeon holes)
- Receive parcels and follow procedures for receiving inward goods and exam documentation (logging as necessary).
- Notify site supervisors about deliveries to the academy using the online system.
- To receive exam documentation and follow the set procedure for secure logging and storage with the exams officer.

## Administration

- To assist in the maintenance of any academy files, records and digital databases as required.
- Maintain adequate supplies of frequently used forms on Reception ie Leave of Absence Requests, Readmission Meeting Forms, Consent for Medicine, ADM1 Admission Applications etc.
- To maintain the Reception hardcopy file of active letters of comfort for approved visitors and contractors.
- Be aware and have access to the Trust's sharepoint of electronic Letters of Comfort for contractors.
- To keep the Visitor Log updated each day with regards to readmission meetings using the live Closing of the Day spreadsheet.
- Record late/returning students on the attendance live document and those going off site during the school day.
- Maintain the list of students who have permission to enter and exit via Reception.
- Supervise students who are waiting in reception for a parent or a member of staff to collect.
- Notify the correct member of staff if a student leaves the school unauthorised and without permission.
- Scan/send evidence of students appointments to attendance.
- To take messages and email the appropriate member of staff where there is no direct dial.
- To monitor Bromcom Received Messages through the day and distribute to the appropriate staff member for action and response.

## Generic to the role:

- To be fully committed to the safeguarding and promotion of welfare for all young people.
- To act responsibly, and ensure health and safety at work for yourself and others. To report any concerns immediately to the Health and Safety Co-ordinator.
- Comply with any reasonable request from a manager or the Principal to undertake work of a similar level that is not specified in this job description.
- Willingness to undertake training should the need arise.
- Be motivated to continually improve standards and achieve excellence.
- Be prepared to work flexibly should the need arise.

The job description is not intended to be an exhaustive list of all the duties and responsibilities that may be required. The jobholder will be expected to carry out such professional tasks as are commensurate with the duties and responsibilities of the post as directed by the Principal.

The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being proposed. This review will be carried out in consultation with the postholder before any changes are implemented.

# 05. Person Specification

## Person Specification

### Academy Receptionist

	Essential	Desirable	How will this be demonstrated
<b>Professional Qualifications and learning</b>	<ul style="list-style-type: none"> <li>GCSE Maths and English (Grade 4/C or above).</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Application Form/Checking and original copy evidence</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Demonstrate excellent verbal and written interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>Good working knowledge of Microsoft IT platforms (Word, Excel, Outlook)</li> <li>Experience of telephone switchboards and proven receptionist experience.</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>References</li> </ul>
<b>Knowledge that supports the role</b>	<ul style="list-style-type: none"> <li>An ability to make good judgements and prioritise tasks.</li> <li>Good organisational and time management skills.</li> <li>Demonstrable ability to perform duties in the job description.</li> <li>Effective communicator both written and oral skills.</li> </ul>	<ul style="list-style-type: none"> <li>The ability to speak one of the languages of our students.</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>References</li> </ul>
<b>Values</b>	<ul style="list-style-type: none"> <li>Helpful, positive, calm and caring nature and an enthusiasm for working with young people.</li> <li>Have resilience.</li> <li>To be prepared to work flexibly</li> <li>To be fully committed to the safeguarding and promotion of welfare for all young people.</li> <li>To act responsibly and ensure health and safety at work for yourself and others. To report any concerns immediately to the Health and Safety Coordinator.</li> <li>Ability to maintain a professional manner in challenging situations.</li> <li>Personal integrity and loyalty, remaining confidential at all times.</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>References</li> </ul>

	Essential	Desirable	How will this be demonstrated
<b>Values</b>	<ul style="list-style-type: none"> <li>• Vision aligned with the academy's high aspirations and high expectations of self and others.</li> <li>• Articulate the values and mission of the academy.</li> <li>• Commitment to the safeguarding and welfares of all students.</li> <li>• Commitment to continuous improvement, both personal and organisational.</li> <li>• Demonstrate positive commitment to equality and diversity.</li> <li>• Right to work in the UK and an Enhanced Disclosure Barring Check is required.</li> </ul>		<ul style="list-style-type: none"> <li>• References</li> <li>• Enhanced DBS check</li> </ul>



## 06. Onboarding

### Recruitment & Selection

You can expect the following from the Recruitment & Selection process:

#### Prior to Interview

- Adverts & Candidate packs that give the full detail of the role (responsibilities, pay, development etc)
- A point of contact for the vacancy within the Trusts recruitment team to advise on each step of the recruitment process
- A full and comprehensive vetting process, that meets and exceeds the requirements of Keeping Children Safe in Education 2025 [Keeping children safe in education 2025](#)
- An applicant tracking system that allows you to enter details with ease and receive updates to the progress of you application and or pre-employment checks
- Selection for Interview based upon the Job Description and Person Specification

#### Interviews

- The opportunity to prepare with enough notice for interview processes
- A meet and greet at the place of work (Academy or Office) with members of the panel. If the Interview is held on Teams an opportunity to meet at later date
- The opportunity to ask questions and have a full interview with discussion around the role

#### Following the Interview

- You will receive notification as to whether you were or were not successful
- You will be given an opportunity to obtain feedback
- If successful further safer recruitment checks will take place
- You will receive a conditional offer of employment and contracts of employment will not be issued until all checks are received and are satisfactory

#### Induction

- You will receive a Trust Induction and a localised induction which will give you further information on policies, process and procedures that impact your role
- You should expect regular opportunities to meet with your line manager to address any issues or concerns you may have or to plan any required training you may need
- You should expect to have all the equipment you need to begin your role
- You will have access to the Trusts benefit platform VivUp from day one of employment



## 07. ATT Institute

### What is our Institute?

Our ATT Institute is the cornerstone of ATT colleague professional development for all roles and career stages, bringing the best development opportunities from accredited courses to one off training sessions. All our courses are evidence-based and facilitated by extremely knowledgeable professionals, so we know that all our colleagues receive the best training available. Our offer is designed and delivered by a group of expert colleagues with the needs of all our stakeholders in mind. Whatever your current role and aspirations, there will be something in our offer to support you in reaching the next step of your career journey

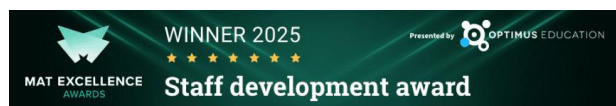
### Personal Development (PD) Opportunities for our Colleagues

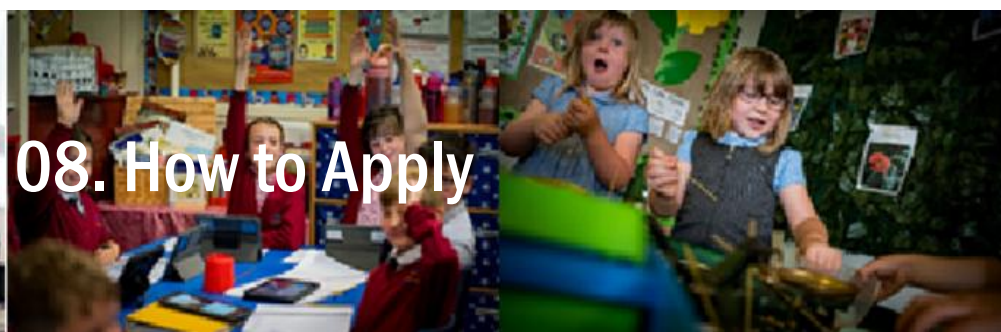
Our Academy Transformation Trust Institute (ATTI) has a suite of training opportunities and professional development pathways across all our directorates: Education, Finance, Governance, Trustees and operations.

These are promoted internally via our dedicated SharePoint and directed communications, and externally via the [ATTI webpage](#). Our ATTI offer is continually evolving to meet the ever-changing professional development needs of our colleagues and includes a range of accredited courses and bespoke training opportunities.

### Strategic Collaboration

Collaboration is essential to the continued improvement of our academies and colleagues. We create a culture of collaboration through our professional networks and enable colleagues to drive our Trust priorities within their domains of expertise





# 08. How to Apply

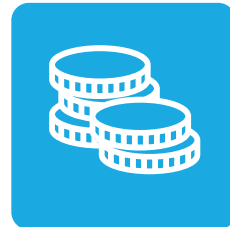
## Academy Receptionist

**Applying:**  
For all our Trust Vacancies, please follow the link here: [Vacancies - Academy Transformation Trust](#)



**Status: Permanent**  
37 hours per week  
(Monday to Thursday 08:00 – 16:00 / Friday 08:00 – 15:30  
Term Time Only (39 weeks per year)

**Salary:**  
NJC Scale Point 4 – 6  
£21,661 to £22,353 actual per annum  
£25,184 to £25,988 FTE



**Closing Date:**  
Thursday 07 May 2026, 09:00am

**Start Date:**  
As soon as possible



**Interviews:**  
To be confirmed

We utilise an application tracking system which will require data from you in order to complete the application process. If you are struggling to access this system or wish to have an informal conversation regarding the role, please reach out to the contact on the advert and they will be able to support you.

