



Candidate Pack

Office Receptionist & Junior Administrator

**We have high aspirations and big dreams
for every child in our care.**



Welcome from the Headteacher



Thank you for your interest in joining Southfield School.

If you are looking for a rewarding role where you can make a real difference to the lives of young people, I hope this candidate pack gives you an insight into our school and the opportunities we can offer.

Southfield School is a specialist school for over 110 pupils with Autism Spectrum Disorder and associated needs. Every one of our pupils is unique, bringing their own strengths, personalities and challenges. The same can be said of our staff team. We value the different skills, experiences and perspectives that each person brings to our school community.

At Southfield, our vision is simple: to ensure that every child thrives during their time with us and leaves prepared socially, emotionally and academically for the next

of their journey. Achieving this takes commitment, teamwork and strong relationships. We work closely with parents, carers and a

professionals to provide the best possible outcomes for our pupils, and this collaborative approach is at the heart of everything we do.

Our staff play a vital role in helping our pupils develop confidence, independence and a love of learning. No matter what your role within the school, you will have the opportunity to make a positive and lasting impact on the lives of our pupils and their families.

A handwritten signature in black ink, appearing to read 'Angela O'Rourke'.

Angela O'Rourke Headteacher

About the School

Southfield is a primary school for over 110 pupils Southfield School is a specialist primary school for over 110 pupils with Learning Difficulties, including Autism, Speech, Language and Communication Needs, Global Developmental Delay and associated conditions.

Admissions are via the Local Authority, and the present criteria is that children are accessing learning approximately 50% below their chronological age. We follow the EYFS and Key Stage 1 National Curriculum and adapt these to meet the individual interests and needs of our pupils. We do this through a 3 Phase curriculum that is presently being developed. Priority is given to communication, self-regulation, independence and functional Literacy and Maths. We use a wide range of approaches and strategies to support learning, including multi-sensory communication, social stories, TEACCH and Hertfordshire Steps. We also work with a range of professionals, from advisers in the Local Authority to Therapists and social care colleagues. Access to sporting and creative arts organisations provides a range of enhanced learning opportunities, both in school and the local area.

Southfield is going through a period of rapid and exciting change that you could be part of. It is a journey of challenge, in the pursuit of excellence, but one that provides huge rewards both personally, in your professional development and when you see the difference you make to the lives of our young people and their families.

Southfield School at a Glance

- Specialist primary school
- Over 110 pupils
- Autism and associated needs
- Located in Hatfield, Hertfordshire
- Highly skilled multidisciplinary team



What We Can Offer You

Working at Southfield School is more than just a job – it is an opportunity to make a lasting difference to the lives of children and families.

We recognise that our employees are the key to helping us achieve our ambitions and deserve to be valued and supported.

Our rewards and benefits include:

- 24-hour employee assistance programme (EAP) for advice, information and support
- Local Authority Cycle to Work Scheme.
- High quality training offered through face to face, virtual and through various providers free of charge.
- Free car parking on site.
- Contribution towards staff uniform.
- Free refreshments and staffroom area.
- Tax relief may be available on staff uniform.
- Staff recognition scheme.
- Termly staff raffles.
- Highly supportive team environment.
- Support with career progression.
- Membership of the Teachers' Pension Scheme, one of the most generous public sector pension schemes available.



About the Role

We are looking for an enthusiastic and organised Office Receptionist and Junior Administrator to join our busy school office team. This role is key to creating a warm, welcoming and professional first impression for all visitors, pupils and staff.

As the first point of contact for the school, the receptionist plays a vital role in the smooth day-to-day running of the office. You will ensure that every visitor is greeted in a friendly and professional manner, while upholding rigorous safeguarding procedures and maintaining a secure environment for our school community.

This is a full-time position (Monday to Friday), available to start as soon as possible.

The successful candidate will join a supportive team with well-established processes, while also being encouraged to use their initiative. The role includes managing the front desk, assisting with a range of administrative tasks, and providing essential support to the wider office function.

Attention to detail, discretion and a commitment to confidentiality are essential. You will play an important part in ensuring compliance with school procedures and, most importantly, in safeguarding and supporting our pupils and their families.

Salary: £21,640.26 FTE - Grade H1-2

Contract Type: Permanent role

Start Date: September 2026 or

earlier Closing Date: ASAP

Please note: If we receive a high volume of applications, we may close this advert early. Southfield School reserves the right to interview and appoint suitable candidates upon receipt of applications and before the closing date. We therefore encourage you to submit your application as soon as possible.

Job Purpose

To provide efficient, accurate and confidential administrative support within the school office, while delivering a professional and welcoming front-of-house service. The postholder will play a key role in ensuring the smooth day-to-day running of the office, maintaining high standards of organisation, communication and safeguarding.

Key Responsibilities

Front Desk Duties

You will be the welcoming face of the school, ensuring a positive and professional first impression for all visitors and stakeholders.

- Provide a warm, professional welcome to all visitors, parents, staff and pupils.
- Act as the first point of contact for the school, both in person and via telephone/email.
- Manage visitor sign-in and sign-out procedures, ensuring safeguarding protocols are consistently followed.
- Ensure all visitor information is recorded accurately and in line with school procedures.
- Answer and direct incoming calls and emails, responding appropriately or escalating where necessary.
- Resolve day-to-day queries and issues efficiently and professionally.

Administrative Support

In this area of the role, you will help keep the school office running smoothly through accurate and timely administrative support.

- Monitor and manage the shared administration inbox, ensuring timely responses and appropriate action.
- Maintain accurate student attendance records and process absence reports.
- Support general administrative tasks including filing, photocopying, scanning and distributing communications.
- Respond to reception and general enquiries from visitors, parents and staff.
- Provide administrative support to colleagues across the school as required.
- Operate and maintain systems such as InVentry (training will be provided).

General Office Support

You will contribute to maintaining an organised, efficient and welcoming office environment for staff, pupils and visitors alike.

- Manage incoming and outgoing post and deliveries.
- Ensure the reception area and foyer are kept tidy, organised and presentable at all times.
- Support the ordering of supplies and goods in line with school procedures.
- Contribute to maintaining an efficient, organised and professional office environment.

Additional Information

This job description outlines the main duties of the role but is not exhaustive. Responsibilities may be reviewed and adjusted in line with the needs of the school, following discussion with the postholder.

The postholder will be expected to carry out duties in a flexible manner, appropriate to the role, and as reasonably directed by the Headteacher.

This job description does not form part of the contract of employment but sets out the expectations for performance and delivery within the role.

Job Description Disclaimer

This job description is not intended to be a comprehensive definition of the post. Discussions will take place on a regular basis to clarify individual responsibilities within the overall framework and purpose of the role.

The duties and responsibilities outlined in this job description may be amended from time to time to meet the changing needs of the school. Any such changes will be made following consultation and will be compatible with the nature and level of the post.

This job description does not form part of the contract of employment. It is intended to provide a general outline of the duties, responsibilities and expectations associated with the role.

Person Specification

The Office Receptionist and Junior Administrator is often the first point of contact for pupils, parents, visitors and staff and therefore plays a key role in creating a positive and professional impression of the school.

We are seeking a friendly, organised and proactive individual who can provide an efficient front-of-house service whilst supporting the smooth day-to-day operation of the school office. The successful candidate will demonstrate excellent communication and administrative skills, a commitment to confidentiality and safeguarding, and the ability to work effectively within a busy and supportive team environment.

Qualifications and Experience

About you

You will be the welcoming face of the school, ensuring a positive and professional first impression for all visitors and stakeholders.

- Experience in a reception, customer service or administrative role.
- Competent in the use of Microsoft Office applications, particularly Outlook, Word and Excel.
- Experience handling confidential information sensitively and appropriately.

Desirable

- Experience working in a school or educational environment.
- Experience using school management or visitor management systems (e.g. InVentry).

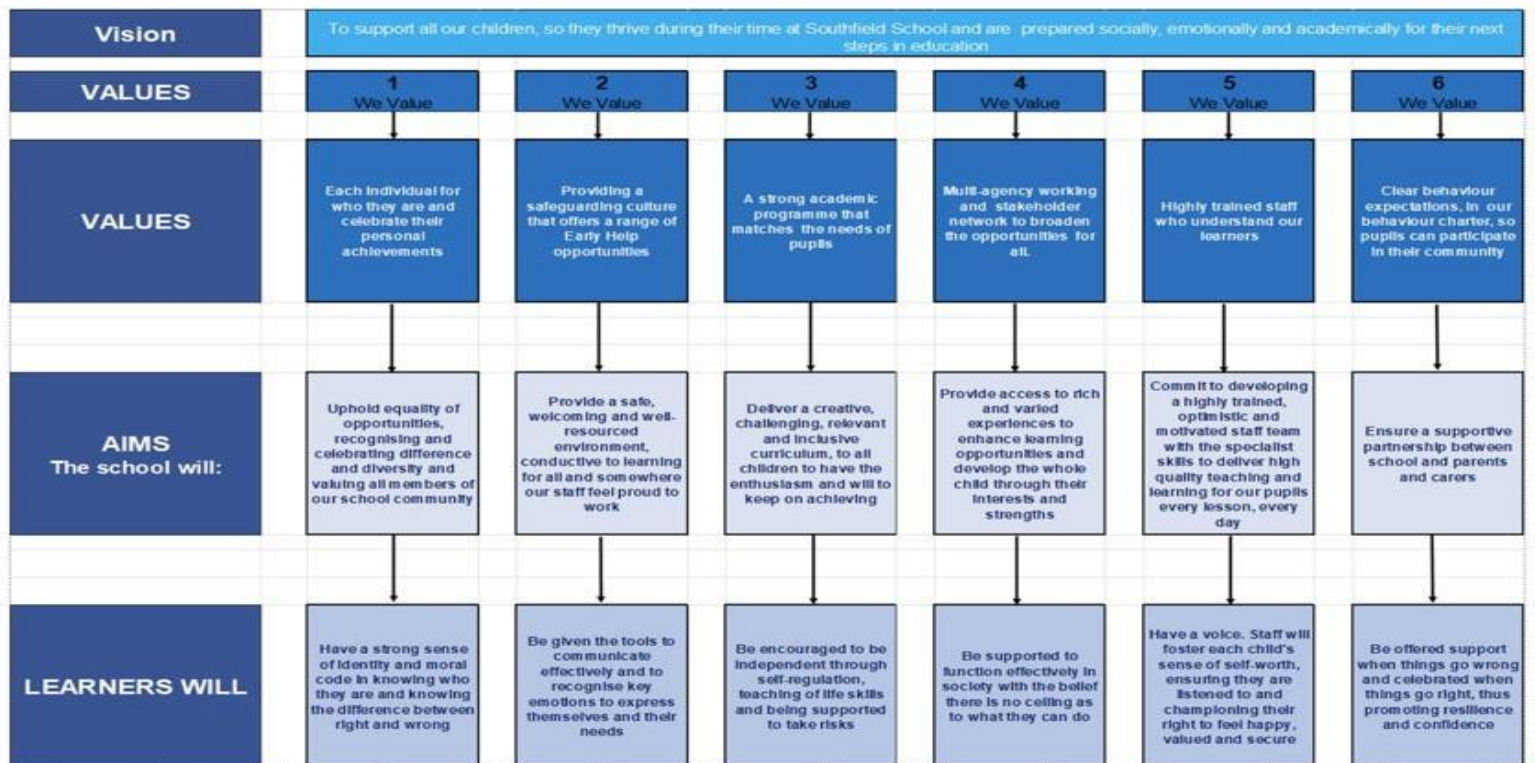
Knowledge, Skills and Abilities

- Excellent verbal and written communication skills.
- Friendly, professional and welcoming manner with a strong customer service focus.
- Strong organisational skills with the ability to prioritise tasks and manage a busy workload.
- Accurate and detail-oriented, with good record-keeping skills.
- Ability to work independently and as part of a team.
- Confidence in learning and using new systems and technology.
- Understanding of confidentiality, data protection and safeguarding responsibilities.
- Ability to remain calm, flexible and professional when dealing with interruptions and changing priorities.
- Knowledge of school attendance procedures and administrative processes.

Personal Qualities

- Reliable, punctual and trustworthy.
- Positive, proactive and willing to use initiative.
- Committed to maintaining high professional standards.
- Able to build positive relationships with pupils, parents, staff and visitors.
- Flexible and willing to support the wider school community.
- Commitment to equality, diversity and inclusion.

Vision and Values



Post Application Information

Equal Opportunities Monitoring Form

At Southfield School, we want our workforce to reflect the diversity of the community we serve. It is our policy to ensure that job applicants and employees are treated justly, and are recruited, selected, trained, and promoted on the basis of the job requirements, skills and abilities. We will ensure that people are not disadvantaged by conditions or requirements, which cannot be shown to be justified as being necessary for the effective performance of the job. You are under no obligation to complete this form, however if you do you are agreeing, under the Data Protection Act 2018 that Southfield School may hold and use personal information about you for monitoring purposes.

Safeguarding

Southfield School has a responsibility for and is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults to ensure that they are protected from harm. All conditional offers of employment are subject to the following pre-employment clearances:

Satisfactory Medical Clearance

All successful candidates complete a medical questionnaire and may be required to pass a medical examination by the Southfield School.

Satisfactory References

It is the school's practice to obtain references covering your two most recent employment positions. Referees must not be a member of your family, or spouse/partner and the reference must be provided on letter headed paper or come from a work email address. If you are a recent school or further education leaver, one of your references must be from your school or college. Occasionally more than two references may be required, if this is the case, we will inform you before we contact former employers.

In line with our safer recruitment policy, we will take up references ahead of interview. Once we have received your references, we will call your referees to verify that the reference is from them as part of the keeping children safe in education requirement. No employment will be offered until two satisfactory references are received.

Rehabilitation of Offenders Act 1974

The Rehabilitation of Offenders Act 1974 makes it unlawful for prospective employers to consider offences in relation to which the person concerned is deemed to be rehabilitated. This means that after a certain period (dependent on the seriousness of the offence and length and severity of the punishment), the person concerned is to be assessed as if the conviction has been 'spent' (i.e. treated as if it had never occurred). Rehabilitation periods vary according to the type and length of conviction originally incurred. All posts within the school are covered by the Rehabilitation of Offenders Act (Exemptions) Order 1975 and DBS clearance is required and therefore detail must be given about all convictions, whether spent or not.

Disclosure and Barring Service (DBS) (Previously CRB) Clearance

As all posts require a DBS check, the successful candidate will be required to complete the appropriate DBS documentation. The successful candidate will be unable to take up the appointment until the clearance is received from the DBS. The timescale for these checks is outside the Southfield School's control.

Prohibition from Teaching

All teaching appointments are subject to a check with the Department for Education to ensure that you are not subject to a prohibition order or an interim prohibition order.

Evidence of Qualifications

We will need evidence of the qualifications (original certificates) you specify in your application form. Originals must be brought to the interview for candidates who have been shortlisted. Copies will not be accepted.

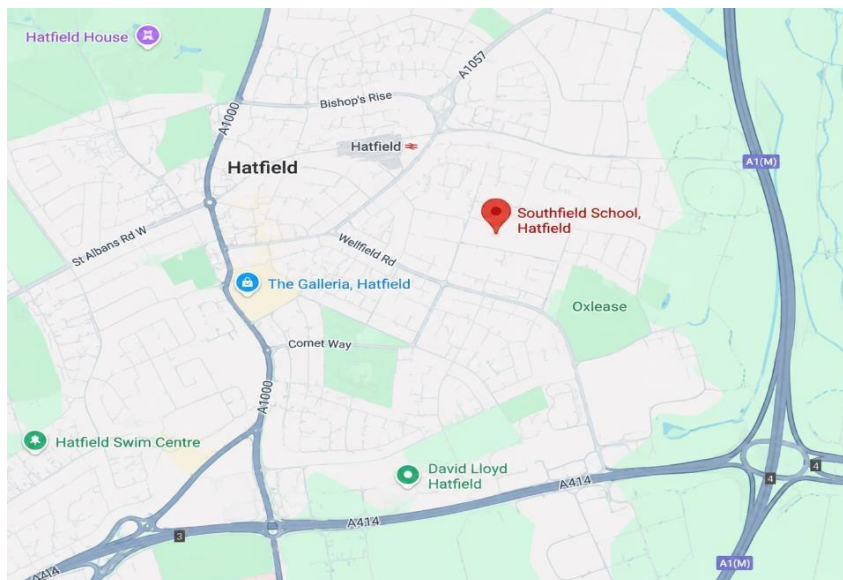
Eligibility to work in the UK

To comply with the Asylum and Immigration Act 1996 (As AMENDED) (Immigration, Asylum and Nationality Act 2006), all employers in the United Kingdom are required to make basic documentation checks on every person they intend to employ. We ask all shortlisted applicants to provide proof that they can be legally employed. We must see satisfactory proof in the form of original documentation before we can confirm any offer of employment. If we do not see satisfactory proof, an offer of employment can be withdrawn.

The complete list of documents that may be accepted as proof of your identity, along with information on the number and types required can be found below. There are three routes as outlined, however where possible, we encourage shortlisted applicants to produce documents which adhere to Route 1 of the ID Checking process to avoid delays in the ID checking process.

Contact Page

Southfield School is located in Hatfield, Hertfordshire, close to Hatfield town centre, Hatfield railway station, The Galleria shopping centre and major road links including the A1(M) and A414.



 Woods Avenue, Hatfield, Hertfordshire, AL10 8NN

 01707 276 504 

admin@southfield.herts.sch.uk 

<http://www.southfield.herts.sch.uk>



Scan to visit our website and learn more about Southfield School.