

**Empowering futures:
for a better tomorrow**



Your smile could be the start of someone's best day, could this be your next step?

Join us as our Receptionist at Newton Abbot College.

Be the welcoming face of our school, creating a positive first impression, support students and families, and play a key role at the heart of our friendly reception team.

Scale 3, £25,989-£26,403* p.a. (Full time equivalent)

£14,350* actual salary p.a. pro rata. (*26-27 Pay award pending)

23:45 hours per week / 39 weeks per year.

Working hours: 09:00 – 14:15 Monday to Friday inclusive with a half hour unpaid break for lunch on each day.

Permanent contract - Role available for 1st September 2026



**Newton
Abbot
College**

Proud to be part of



**Education
Trust**



Welcome

Everything we do across our family of eight schools in our Trust is focused on our mission to deliver a high-quality and inclusive education for our students.

At [Newton Abbot College](#), we believe in setting high standards. This conviction drives our commitment to supporting all students to ensure that they achieve more than they thought was possible. You will work alongside friendly, caring and diligent colleagues who approach their work with care and compassion.

Join us and be part of a school where your contribution matters and makes a real difference.

Please take some time to learn a bit more about our school and our Trust, and what makes us, us, our values. We feel it is an exciting time to join us. We hope to meet you soon.

The role: Receptionist

This is a role where your customer service skills and positive approach will make a real impact across our whole school community.

About the role

Working at the heart of our busy school, this role is a vital part of the business support team, providing a friendly, efficient first point of contact for students and a welcoming presence for staff, parents, and visitors. You will play a key role in ensuring the smooth day-to-day running of both student and main reception, combining front-facing customer service with essential administrative support across a wide range of school functions and events. From supporting student wellbeing through first aid and attendance processes, to coordinating activities, managing communications, and maintaining an organised, professional environment, this is a varied and rewarding opportunity where no two days are the same and your contribution truly makes a difference to the whole school community.

What makes us special

Our staff team believe passionately in the power of education to transform lives. We are committed to providing the best possible educational experience that we can; an experience that supports, challenges and inspires our students to achieve their potential and develop into well rounded, kind, resilient and responsible young people, who have a deep love of learning and a curiosity about the world in which they live.

We're looking for someone who:

- Has great communication and interpersonal skills.
- Can work efficiently in a busy environment where there are lots of interruptions
- Builds strong relationships quickly and works effectively as part of a team
- Is highly organised with good attention to detail.
- Shows discretion and integrity when handling confidential information
- Shares a commitment to supporting students to achieve their very best
- Embodies the school's values and contributes positively to the wider community

In this role you will:

- Welcome all visitors with a warm and professional approach
- Support families, staff and students with day-to-day queries
- Keep our school running smoothly through providing general administrative support to the Headteacher and teaching staff
- Be a calm and caring presence in the busy heart of school life.

We offer:

- A role where your work really matters
- A rewarding role in a positive environment
- Competitive package with generous career average pension scheme with employer contributions of c 17%*
- A part-time, term time only contract working 39 weeks per year
- Ongoing professional development

**employer contribution rates set by the Local Government Pension Scheme*

How to apply

Please do take the opportunity to learn more about the role by viewing the detailed job description included on the following pages. To apply please complete our application form and take the opportunity to share with us how your skills and experience meet the person specification in the job description. To learn more about the school please visit our website by clicking [here](#).

Alternatively, if you would like to discuss the role further or arrange for a tour of the school please contact Kate Ochiltree kochiltree@nacollege.devon.sch.uk

If you have any questions about this opportunity, please contact us via my new term or at recruitment@ivyeducationtrust.co.uk

We are committed to the safeguarding and welfare of all our students, and we expect you to be too. We follow safer recruitment statutory guidance (Keeping Children Safe in Education). If you're successful, you'll be required to complete thorough pre-employment checks, including an Enhanced DBS check and references that are satisfactory to our Trust. All posts in our Trust are exempt from the Rehabilitation of Offenders Act (ROA) 1974.



Job description

Post Title: Receptionist

School: Newton Abbot College

Working Hours: 9.00 – 14.15 Mon to Friday inclusive,
23:45 hours per week, 39 weeks per year term time only with a 30 min unpaid lunch break

Salary Grade: Scale 3.

Contract Type: Permanent – required from September 2026

Responsible to: Deputy Headteacher

Role Description: Working as part of the school's business support team, this role is responsible for acting as a first point of contact in the college for students; and a secondary point of contact for staff, parents/carers and visitors. The role provides a critical business and administration service for key areas and events within the school. The role includes a focus on student support services, including first aid and attendance, and supports the wider business support team in the event of absences.

Student Reception

- To act as the first point of contact for students, ensuring all users experience a professional and efficient service
- To greet and assist students and staff at reception, including managing student signing in and out process
- To print and distribute student timetables as required
- To monitor the radio at all times and assist with location of students/first aid incidents.
- To monitor and ensure the student reception and visitor reception area, including office, waiting area and interview rooms, are kept clean and tidy
- To be responsible for the Student Helper, ensuring they have work to do whilst in post, provide a good service and are looked after.
- To look after lost property, working to return it to its owner in a timely manner.
- Maintain the mobile phone lockbox for those students who forget their pouch.
- Monitor and update the college's record of students' position with regards being a phone-free school
- To provide clerical and administrative support to the Heads of Learning team, as and when required



- To support with managing the organisation and administration of student-focused school events
- Arrange and purchase resources for awards days, in liaison with the relevant middle or senior leader.
- Oversee the hire, management and maintenance of the college bike lockers
- Send comms on Arbor to students going on a college trip.
- Organise the college charity days, by distributing lanyards and money envelopes; and collecting back in.
- Print ID cards for Sixth Formers and international students
- Provide administrative support for Work Experience weeks, as and when required.
- Coordination and ordering/purchasing of supplies for Science and Design & Technology lessons.
- Provide administrative support for the organisation of the college prom, as and when needed.
- Organise the annual student photo day, alongside the Exams & Data Manager.
- Print QR code cards (for meals) for new students, staff as required, and as replacements as ordered through Arbor or requested by staff.
- As directed by the Attendance team, to check lesson register coding and investigate anomalies (including patrolling and looking for identified students)
- To work with the Lead First Aider to audit medication and general school first aid supplies, including sanitary products.
- To be part of the First Aid team, treating incidents and administering medication, contacting external medical professionals when required, and maintaining and updating records of medication and first aid incidents
- To assist with the coordination and administration of annual immunisations
- Attaining and maintaining an appropriate level of training and qualification in first aid.

As part of the Reception team:

- To operate the switchboard, receive and transfer calls, take messages and relay them through the appropriate system or connect callers as required.
- To manage incoming electronic communications, using school systems.
- To greet and assist visitors, ensuring they complete the signing in process and are informed of health and safety requirements of the school.
- To manage and co-ordinate other reception duties such as organising reserved parking, booking minibuses and conference rooms and organising school tours.
- To check and sign for deliveries, inform the relevant personnel and/or arranging portage.
- To carry out the specific responsibilities identified in the fire and evacuation plans.
- To add visitors and contractors to the Entrysign system. To check visitor ID and Letters of Assurance/DBS as appropriate and to administer staff badges.
- To support the administration of DBS checks for visitors, student work placements etc.



- To administer communications to parents/carers, staff, external agencies and students, as and when directed by the Comms team.
- To ensure the franking machine is adequately charged and maintained, to maintain the post holding area and manage the delivery of internal post.
- To book couriers and taxis on behalf of staff, students and visitors.
- To maintain confidentiality at all times and ensure compliance with GDPR and the Freedom of Information Act.

Other duties

- To place the safeguarding of all children in the school as the highest priority.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children and to report any concerns in accordance with the school's safeguarding policies. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS with barred list check.
- To make maximum use of opportunities to generate a culture of celebration and praise amongst the staff and students at our school.
- To maintain an understanding of and work within Trust and School policies, procedures and statutory regulations, including in respect of health and safety, equity and inclusion, GDPR and data protection, safe use of IT, safeguarding children and safer working practices.
- To conduct oneself in a manner befitting a member of staff working in education at all times, demonstrating the behaviours and standards of our code of conduct.
- To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.



Person specification

Assessment criteria - evaluated from application form (A) and / or interview (I)		Essential	Desirable
Qualifications:			
GCSE English and Maths grade C or 4 or above (or equivalent) (A)		✓	
Administration or customer service qualification or equivalent experience (A)			✓
First aid training or willingness to undergo training (A/I)		✓	
Experience:			
A proven track record of working in a Customer Service and / or Administration role (A/I)		✓	
Experience of working within an educational setting (A/I)			✓
Knowledge:			
Knowledge and understanding of the importance of safeguarding children (I)		✓	
Working knowledge of Microsoft Office packages including, Outlook, Word, Excel and PowerPoint (I)		✓	
Skills:			
Good standard of verbal and written communication skills, able to convey advice clearly and concisely (A/I)		✓	
Ability to work calmly and professionally under pressure (I)		✓	
Good attention to detail (I)		✓	
Ability to form and maintain appropriate professional relationships and personal boundaries with students (I)		✓	
Ability to recognise the need for and to maintain a high degree of confidentiality (I)		✓	
Ability to organise and prioritise work effectively and to deadlines (A/I)		✓	
Ability to work as part of a team and on own initiative (I)		✓	
Commitment to school improvement and raising outcomes for all students (A/I)		✓	



Our Trust



Our Schools

We support 8 schools/colleges, (5 primaries and 3 secondary schools) across Teignbridge in South Devon. Each of our schools has its own identity and character. Choice and variety in educational provision is important to us.

Connected not just by our geography, we work closely across our schools and with partners to share ideas, resources, best practice and learning. We are constantly working to improve and develop our provision.

Cockwood Primary School	
Kenn Church of England Primary School	
Kenton Primary School	
Starcross Primary School	
Teignmouth Primary School	
Dawlish College	
Newton Abbot College	
Teignmouth Community School	

Our vision and mission define our purpose.

Our vision: 'Empowering futures; for a better tomorrow'

Our vision describes what we would like to accomplish. It is future focussed, setting our long-term goal for both students and ourselves. We believe that through our work we can change lives. This inspires and motivates us to be better every day.

Our why:

Our mission describes why Ivy exists: 'To deliver an ambitious, high-quality, inclusive education'.

Our how:

Our values are what make us, us. Whilst our schools have their own unique identities, our values are what we have in common, they guide us in how we approach our work and empower us to be successful.



Being Ivy. Our values:



Being Ivy. Through our behaviours we bring our values to life every day:

Courage

- Be bold
- Take changes
- Seize opportunities
- Take ownership

Compassion

- Listen to learn
- Be kind to self
- Be kind to others
- Take care of the world around you

Collaboration

- Stronger together
- Support others
- Many schools; one Trust
- #TeamIvy

Commitment

- Work hard
- Give it everything
- Be consistent
- Be accountable

If our values resonate with you, we would love to hear from you.

At Ivy Education Trust we are committed to safeguarding and promoting the welfare of children and young people and we expect all our staff and volunteers to share this commitment. All employees are expected to undergo an Enhanced Disclosure and Barring check and pre-employment checks.

Please note – across our Trust we operate a Smoke-Free Policy, and all staff and workers are prohibited from smoking in any of the Trust buildings, Trust sites including enclosed spaces within the curtilage of buildings, and Trust vehicles.

