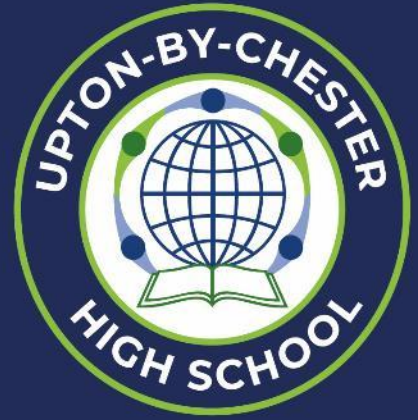


Learning to shape the future



Receptionist

Part-time 22 hours per week, afternoons only
12 noon – 4.30pm Monday to Thursday, 12 noon to 4pm on Friday

Part Year, 38 weeks per year

Fulltime £25,185, (pro rata actual salary £12,589).
Pay increase pending.

Starting September 2026

Deadline for Applications 28 August 2026

Welcome from the Headteacher

I would firstly like to thank you for your interest in a vacancy at Upton-by-Chester High School. The purpose of this information is to help you get to know more about our school and help you to decide if this is the right post for you.

Upton-by-Chester is a large and successful comprehensive secondary school located in Upton-by-Chester, an area on the outskirts of the wonderful city of Chester. Upton-by-Chester High School was established in 1968 and has gone from strength to strength over this time. We are a thriving, vibrant school with a proud record of academic excellence and success. Combined with our exceptional extra-curricular opportunities, we inspire our learners to flourish, no matter what their strengths and aptitudes. We are fully inclusive and open to young people of all abilities.

The school was inspected in February 2025. Inspectors found that;

"Pupils flourish in this school's nurturing and inclusive environment. Students in the sixth form are particularly appreciative of the school's support for their academic achievement and personal growth. Pupils develop positive relationships with staff. This helps them to feel known and cared for, despite the large size of the school. A culture of trust and respect is evident." (Ofsted 2025)

An exciting development for the school is being part of the School Rebuilding Programme. This means that between September 2025 and September 2028 the school will undergo a complete rebuilding programme to provide learners with brand-new indoor and outdoor facilities to support their learning. Details of the new build can be found on the schools 'New Build' webpage.

The school currently serves both the local community and an extended catchment area with learners attending the school from up to 40 individual primary schools.

There are currently 1750 learners on roll and the school is oversubscribed in a number of year groups. The school also has an outstanding Sixth Form (Ofsted 2015, 2019 and 2025).

Our school motto is 'Learning to Shape the Future'. This really does capture what is at the heart of the school. We ensure that every learner - whatever their previous attainment - will gain life-long enrichment and learning from the time they spend with us at Upton. Our approach is to provide opportunities that will capture the imagination of our learners and allow them to develop their knowledge, skills and understanding to be successful academically and socially. We will provide traditional academic subjects and vocational opportunities so we can support the learning needs of all our young people.

Upton-by-Chester High School is a great place to work. It is challenging, focused on teaching and learning and dedicated to the wellbeing of our learners. We have the highest expectations of all who work here and therefore, we are only looking for the finest staff to work with our learners. We know that our school can only be as good as the workforce within it.

The school is at an exciting stage of development within the changing educational landscape in England. If, prior to submitting an application, you would like to see for yourself why we believe Upton-by-Chester High School is a great school in which to work, then please let us know.



Lee Cummins
Headteacher

Learning to shape the future



About the role

We are currently recruiting for an enthusiastic and adaptable Receptionist and Cover Assistant.

The person we are looking for is someone who:

- Demonstrates a positive attitude and a strong ability to work effectively as part of a wider team.
- A creative, hardworking, and lateral thinker with excellent communication skills, able to convey information clearly and concisely to a wide range of audiences.
- Consistently demonstrates confidentiality, tact, diplomacy, and sensitivity when dealing with parents and learner issues.
- Acts with honesty and integrity at all times, while approaching challenges with patience, resilience, and a good sense of humour.

Full training will be given to the suitably experienced applicant.

Role:

Receptionist & Cover Assistant

Position:

Part Time/Part Year

22 Hours weekly, 38 Weeks per year.

12 noon to 4.30pm Monday to Thursday

12 noon to 4pm on Friday.

How to apply:

Apply via My New Term -
CVs alone will not be accepted

Closing Date:

28 August 2026

Interviews:

Interviews to be held shortly after the closing date.

Job Description

To provide a first-class reception and telephone answering service (both internal and external) to ensure that all callers are dealt with promptly and the image of the school is enhanced. Ensuring classroom cover arrangements are adhered to as necessary.

- Acting as initial point of contact for visitors to the school and dealing with complaints and enquiries from parents and members of the public.
- Check DBS information complies with booking information received for supply staff attending school.
- Communicate changes to the published cover list in the event of emergency day to day cover arrangements for absent teaching staff.
- Liaise with school staff regarding communications from parent or learner issues and queries.
- Contact parents regarding any absent learners.
- Ensuring welfare of learners, listening to problems and offering advice, including supervising sick learners in the reception area.
- Ensuring learners sign in and out as necessary through Inventory. Learners signing in, information uploads to SIMS, learners signing out are manually updated in a timely manner due to the implications for registers.
- Checking and signing for deliveries to the school.
- Issuing and collecting various school forms and correspondence related to school business.
- Taking responsibility for Inventory registers and signing in / out sheets during fire drills.
- Undertake other administrative tasks e.g. processing and franking of mail to facilitate the smooth running of the school.

NOTE: Notwithstanding the detail in this job description, in accordance with the Council's Flexibility Policy the job holder will undertake such work as may be determined by the Director/Corporate Manager from time to time, up to or at a level consistent with the Principal Responsibilities of the job and in any location within the Cheshire West and Chester.



Person Specification

Qualifications and Training

The successful candidate will hold a minimum of five GCSEs (or equivalent qualifications), including English and Mathematics at Grade C/4 or above.

A recognised First Aid qualification is desirable; however, training will be provided for the successful candidate if required.

The postholder will be expected to participate in relevant professional development and mandatory training, including safeguarding, health and safety and data protection.

Experience

The successful candidate will have experience of working in a busy customer-facing environment, providing a professional, efficient and welcoming first class reception service.

They will have experience of operating multi-line telephone systems and undertaking a wide range of administrative duties, maintaining accuracy whilst managing competing priorities and deadlines.

Applicants should demonstrate excellent customer service skills and the ability to communicate confidently and professionally with learners, parents, visitors, staff, governors and external agencies, both in person and by telephone.

They should have experience of dealing with sensitive or challenging situations calmly, tactfully and with discretion, maintaining confidentiality at all times.

The successful candidate will be confident using Microsoft 365 applications, including Outlook, Word, Excel and Teams, together with other digital systems appropriate to the role. They should be able to learn and adapt quickly to new software and technologies.

Experience of working within a school or educational environment is desirable, together with familiarity with school management information systems such as SIMS and school admissions processes.

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Person Specification (continued)

Knowledge and Skills

The successful candidate will demonstrate excellent organisational and time management skills, with the ability to prioritise workload effectively whilst maintaining a high level of accuracy and attention to detail.

They will be able to work independently using their own initiative, whilst contributing positively as part of a collaborative administrative team.

Excellent verbal and written communication skills are essential, together with strong interpersonal skills and the ability to establish positive working relationships with a diverse range of people.

Applicants should demonstrate sound ICT skills, excellent record-keeping and the ability to handle confidential information sensitively and in accordance with data protection requirements.

Personal Qualities

The successful candidate will be approachable, welcoming and professional, demonstrating patience, resilience and emotional intelligence when dealing with learners, parents, visitors and colleagues.

They will be adaptable, flexible and proactive, with a positive attitude and a willingness to support colleagues and respond effectively to changing priorities throughout the school day.

They will demonstrate integrity, reliability and a commitment to maintaining high standards of customer care and professionalism.

An affinity with young people and a caring, student-centred approach are desirable.

Other Requirements

The successful candidate will demonstrate an excellent attendance record and a flexible approach to working hours when required to meet the needs of the school.

They will be committed to safeguarding and promoting the welfare of children and young people and will share the school's commitment to equality, diversity and inclusion.

The postholder will be expected to uphold confidentiality, maintain professional standards at all times and contribute positively to the ethos and values of the school.

Evidence

The above criteria will be assessed through the application form, supporting statement, interview, references and adhere appropriate, the production of qualification certificates.

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Safeguarding Young People

We are committed to the safeguarding and promotion of the welfare of children. In this light, we would like to draw the following matters to your attention:

All appointments are made subject to:

- An enhanced DBS disclosure;
- Checks of professional status;
- Confirmation of professional qualifications;
- Receipt of strong references (if not received by the time of interview); and
- Medical clearance

We only accept applications completed on the Cheshire West and Chester Application Form with a covering letter. Please do not send CVs or open testimonials.

Please ensure that the application form is completed in full. You must ensure that a full work history is provided and that any gaps in your employment are fully explained.

The referees cited in your application form must include your employer from the last occasion in which you worked with children. If your last employment was in a school, we would expect a reference from the Headteacher and/or Deputy/Assistant Headteacher.

When seeking references, we will request information about your suitability to work with children.

If you are shortlisted, any anomalies in your application will be discussed with you at interview.

We encourage you to pay close attention to these matters so that your application is not excluded unnecessarily.



Procedure for Application

For an application form and full information about the position, please visit the 'Vacancies' page on Upton High School's website:

<https://www.uptonhigh.co.uk/page/?title=Vacancies&pid=46> and apply through MyNewTerm.

Completed applications should be returned no later than Friday 28 August 2026.

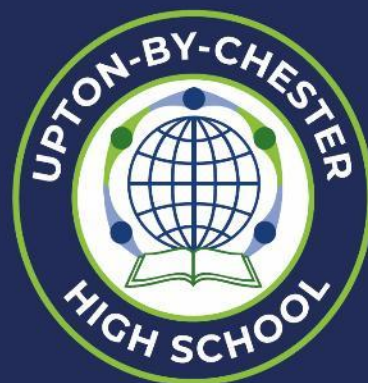
Interviews are planned to take place shortly after the closing date. If you have not heard from us within two weeks of this date, regretfully you must assume that your application has been unsuccessful on this occasion, in which case the Governors would like to thank you for your time and your interest in the school.

Please note that we are happy to arrange risk-assessed informal visits for prospective candidates before short-listing has taken place, also if you wish to have an informal discussion about the post in advance of your application, or if you require any further details, please contact:

Mrs S Lloyd, HR Manager.



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Upton-By- Chester High School

St. James Avenue

Chester

Cheshire

CH2 1NN



01244 259800



admin@uptonhigh.co.uk