



# Applicant Pack



## School Receptionist

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[www.pinnaclelearningtrust.org.uk](http://www.pinnaclelearningtrust.org.uk)



# Welcome from the HR Central Services Team

We are delighted you have expressed interest in a vacancy with The Pinnacle Learning Trust. Please take the time to read the 'Join the Pinnacle Learning Trust' booklet available from our website, in order to understand the benefits of working for our trust and how you might support us in achieving our vision and values.

Should you have any questions regarding the position or the application form, please contact the Human Resources Department for assistance on 0161 287 8001.

Please ensure you submit your application by the closing date stated in the advert.

We cannot accept information held on CVs and therefore your application and accompanying statement must show all information about yourself and how you meet our requirements. The job description and person specification will assist you with this. Please provide a day-time contact number on your application form.

You should remember to include information on all your previous employment roles and qualifications gained from secondary school onwards, covering any gaps in employment which are longer than 2 months, detailing what you were doing during that time.

For teaching roles, please provide your results from the last three academic years, where available, together with your application form.

In the meantime, may we take this opportunity to thank you for your interest in working with us and we look forward to receiving your completed application.

Best regards,  
HR Team

\*If you require this or any of the documents in an alternate format please contact a member of the Human Resources Department.





## About Broadfield Primary School

### *'Together We Can Achieve'.*

Broadfield Primary School, based in the Hathershaw area of Oldham, serves just under 400 pupils across Nursery to Year 6. We joined The Pinnacle Learning Trust in April 2023 and are proud to work collaboratively to provide the best opportunities for our children and colleagues.

We are an inclusive and welcoming school dedicated to ensuring every child is valued and encouraged to reach their full potential. Rated 'Good' by Ofsted in 2018, Broadfield Primary School has been described to have an "exciting and vibrant learning environment" where pupils are "very happy" and staff are "warmly greeted".

Our curriculum is designed to provide opportunities for children to develop as confident, articulate, and well-rounded individuals. It is built to ensure children achieve a depth to their learning by building on key concepts year-by-year and developing the resilience and independence needed for their next phase of education. We follow a 2-year planning cycle, combining Enquiry Drivers (history, Geography, Science) and Enquiry Enhancers (Art, Design, Technology) to deliver a balanced, broad curriculum that emphasises our core school values.

We have a strong training and CPD programme (supported by The Pinnacle Learning Trust Research School), opportunities to develop your skills, and a solid, supportive team of staff and Governors who have fostered a caring and welcoming atmosphere at the school.

Our strong focus on community ensures all pupils become well-rounded individuals. We value strong partnerships with parents and carers, offering support and training, and engaging families in school life. We also promote skills and leadership through extracurricular activities and initiatives, including Forest School and Eco Council, giving children opportunities to make positive contributions to our community.

We actively seek staff feedback to ensure Broadfield Primary School remains a place where our team feels valued and supported. We are delighted that the Pinnacle Learning Trust was winner of the **MAT Excellence Award for Wellbeing Trust of the Year 2025**, and has been recognised by **Eduio for a Trust Value Award** in 2025 for the second year running.

We look forward to welcoming new colleagues who are passionate about every child achieving their full potential.



# Job Description & Person Specification

## Job Summary

The Receptionist is the first point of contact for pupils, parents, staff, and visitors, providing a welcoming, professional, and efficient front-of-house service. The role supports the smooth day-to-day operation of the school by managing reception duties, communication, and administrative tasks while maintaining confidentiality and safeguarding procedures at all times. The receptionist plays a key role in promoting a positive image of the school and ensuring a safe, well-organised environment for the school community.

## Main Duties and Key Responsibilities

### Reception & Customer Service

- Provide a welcoming first point of contact, ensuring a positive experience for all visitors to the school
- Ensure all safeguarding and health and safety procedures are followed, such as checking DBS certificates, signing visitors in and out, issuing badges/passes or escorting visitors as required
- Undertake reception duties, answering routine telephone and face-to-face enquiries, taking messages and responding to queries in a timely manner
- Build and maintain positive relationships with parents and colleagues
- Prioritise requests for help, support and information, using initiative and delegating or referring upwards as appropriate
- Make arrangements for external visitors, for example, the school nurse, photographer, linked schools and parents
- Provide advice and practical support for parents, for example with school payment systems and admission procedures

### Administration & ICT

- Support the Principal with a range of clerical and administrative duties, including diary and appointment management, handling of correspondence and coordinating meetings
- Provide administration and clerical support to all school staff e.g. typing letters, maintaining databases, collating documents, photocopying, filing, emailing, completing routine forms, sorting and distributing mail and responding to routine enquiries
- Undertake a range of word processing and ICT-related tasks to a high standard, using Microsoft and Google software to produce letters, reports, agendas, spreadsheets, and databases
- Maintain the school calendar ensuring all events and meetings are recorded accurately
- Correspond professionally with stakeholders via telephone, letter, email or text, using the school messaging system or egress as necessary

## Partnership Governance Support

- To take notes/minutes of meetings as required and support the organising of meetings, such as typing agendas, collating papers, booking rooms and arranging refreshments
- To accurately maintain the pupil database (Arbor), ensuring all relevant documentation is uploaded
- Undertake absence calls to parents as necessary when the attendance officer is not available and update pupil registers with reasons for absence
- Manage the office email account forwarding and responding to emails as required
- Produce reports for SLT and Governing Body as required
- To undertake routine administration of school lettings and other uses of school premises

### **Finance & Physical Resources**

- Monitor and maintain stocks of paper, first aid resources, tissues, refreshments etc
- Receive and check incoming deliveries, distributing to the relevant staff in a timely manner
- Under the direction of the Business Manager monitor dinner money balances and trip income sending reminders where necessary

### **Welfare**

- To undertake pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff in accordance with school procedures

### **Requirements of all Staff:**

- To promote and uphold the Trust Mission Statement, values and strategic aims and objectives
- To comply with the Trust's policies and procedures, including those relating to health and safety, safeguarding, welfare and security
- To work positively and inclusively with colleagues, students, parents and other partners regardless of their gender, ethnicity, sexuality, age or disability
- To attend briefings and staff meetings as required
- To participate in the Trust's Performance Management Review scheme and undertake professional development and training as required
- To be a positive role model and take responsibility for promoting good standards of behaviour and conduct in students
- To undertake other duties that are in accordance with the purpose and grade of the post as agreed with the Principal or designated alternate

	Essential	Desirable	Method of Assessment
<b>Experience</b>			
Experience of working in a customer facing role	✓		Application/Interview
Experience of working in a primary school or education setting		✓	Application/Interview
Experience of dealing with a wide range of administrative and clerical tasks.	✓		Application/Interview
Experience of using a range of ICT packages and management information systems	✓		Application/Interview
Experience of following instructions, procedures and policies	✓		Application/Interview/References
<b>Skills and Knowledge</b>			
Excellent interpersonal skills for dealing with a wide range of people on the telephone, online and in person	✓		Application/Interview/References
Ability to communicate effectively, clearly and concisely both verbally and in writing with accuracy in spelling, grammar and punctuation	✓		Application/Interview/References
Excellent administrative, organisational and time management skills	✓		Application/Interview/References
Ability to maintain a professional manner in challenging situations and be able to use tact and diplomacy where appropriate	✓		Application/Interview/References
Ability to work on own initiative and in a team within the school's protocols and procedures	✓		Application/Interview/References
Ability to multitask and prioritise own workload in order to meet deadlines	✓		Application/Interview/References
Ability to work accurately and with attention to detail	✓		Application/Interview/References
Excellent computer skills, including knowledge of Microsoft Word, Excel and email	✓		Application/Interview/References
Understanding of data protection and the need to keep information confidential	✓		Application/Interview/References

Education and Qualifications			
Minimum Level 2 qualification in numeracy and literacy (i.e. GCSE Maths and English at grade c or above) or able to demonstrate level of ability	✓		Application
Attitude and Personal Qualities			
A professional, courteous, and approachable manner , creating a positive and reassuring first point of contact for pupils, parents, staff, and visitors	✓		Interview / References
A proactive approach and willingness to contribute to departmental improvements	✓		Application/Interview/References
Confidence in own ability to deal with problems as they arise in a professional manner	✓		Application/Interview/References
Initiative to respond to unexpected problems using recognised procedures and policies as a guide	✓		Application/Interview/References
Articulate and a good communicator	✓		Interview/References
Patience and ability to remain calm	✓		Application/Interview/References
Ability to speak and understand a second language		✓	Application
Suitability to work with children and an understanding why safeguarding is important when working with children and young people	✓		Enhanced DBS clearance/References
Commitment to equality of opportunity and anti-discriminatory practice	✓		Application/Interview
Sensitivity to community issues	✓		Application/Interview
An enthusiastic and flexible approach to working routines and practices	✓		Application/Interview/References
To work occasionally out of hours supporting school functions		✓	Interview

# How To Apply

To apply, please click [here](#).

## Additional Reasons to Join Us:

- Automatic enrolment into a Pension Scheme
- Various health and wellbeing benefits (including on site gym membership at Oldham Sixth Form College and The Hathershaw College)
- Employee Assistance Programme, offering health and wellbeing services
- Laptop/Chromebook allocated to teachers and support staff (if required)
- Cycle to work schemes available
- Free on-site parking
- Excellent opportunities for CPD and career development

Please see our Join The Pinnacle Learning Trust booklet for more reasons to work for the Pinnacle Learning Trust.

## **Commitment to Safeguarding**

The Pinnacle Learning Trust is committed to safeguarding and protecting the welfare of children and young people and expects all staff, governors and volunteers to share this commitment. Applicants must be willing to undergo pre-employment checks. Safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed. This post is subject to an enhanced Disclosure and Barring Service (DBS) check. The Pinnacle Learning Trust is an Equal Opportunities Employer and welcomes applications from underrepresented groups and ethnic minorities.



**“Educational organisations can often have a culture that is somewhat bureaucratic and punitive, but our trust isn’t like that. We have a human side, which we show in abundance, and we really support each other. Things like behaviour management, for example, are a team effort - no-one is just left on their own.”**

**Rebekah Sutcliffe, Trustee and former senior police officer and director in local government**

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**To find out  
more or to  
apply:**

[pinnaclelearningtrust.org.uk](https://pinnaclelearningtrust.org.uk)  
[hr@pinnaclelearningtrust.org.uk](mailto:hr@pinnaclelearningtrust.org.uk)

**0161 287 8001**



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