



HILLTOP
PRIMARY SCHOOL

Receptionist

Candidate Application Pack

A **Beyond** ACADEMY
SCHOOLS TRUST

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Message from Zoe Mayston, Interim Executive Headteacher

Thank you for expressing interest in the **Receptionist** role at Hilltop Primary School. As the Headteacher, it is my pleasure to extend the warmest of welcomes to you.

Hilltop Primary is a vibrant and welcoming two-form entry school where we are deeply committed to both personal and academic excellence. Our core values revolve around fostering a passion for learning, and personal growth. We believe in empowering our students to achieve their full potential.

We have a strong and clear vision for our school—one that is rooted in these values and dedicated to providing the best possible education to enhance our students' life chances.

If you share our dedication to nurturing young minds and are excited about the prospect of contributing to our happy and supportive team, we would love to hear from you.

For more information about our school, our dedicated staff, and the enriching activities our students experience through our curriculum, please visit our website at [Hilltop Primary](#)

We also encourage you to arrange a visit to our wonderful school. To do so, please contact our Office Manager, Mrs Hewlett, at 01634 710312.

I look forward to receiving your application.

Warm regards,

Zoe Mayston



About Hilltop Primary School



Hilltop Primary School is a place where academic excellence and personal growth go hand in hand. We are dedicated to nurturing and valuing every child, guiding them to become confident, well-rounded individuals ready to make a positive impact on the world.

Our dynamic, curriculum not only meets the requirements of the National Curriculum but also goes beyond, offering enriching experiences that make learning both memorable and enjoyable. We are committed to fostering independent, confident, and successful learners with high aspirations. Our focus is on building knowledge and skills across all subjects, empowering students to succeed in their academic journey and beyond.

Our students take pride in being part of Hilltop Primary, displaying positive attitudes toward learning and all aspects of school life. With the unique advantage of our on-site swimming pool, our students enjoy the opportunity to swim throughout their time with us and develop important life skills. They feel safe, respected, and valued within our community, which is built on fairness and mutual respect.

We place great importance on the wellbeing of both our students and staff. We are dedicated to creating a supportive environment where professional growth is encouraged, and work-life balance is valued. If you choose to join us, you can be assured of the support you need to excel in your role.

At Hilltop Primary, our core values drive everything we do. We are dedicated to providing an environment where everyone can discover a lifelong love for learning in a safe, supportive, and inclusive community.



Welcome from our Chief Executive Officer

Welcome to Beyond Schools Trust

We are an ambitious organisation of 10 schools, serving the educational needs of nearly 7,000 children and young people aged 3 to 19.

Our academies are based in a tight geographical area drawing students and employees from Kent and Medway in the South East of England.

We employ around 900 people in a range of roles designed to support children to be successful when they leave the Trust. We also rely on the time and commitment of over 100 volunteer Trustees and Governors, who share our ambitions for our schools and our students. These are expressed in our vision, our mission, and our values.

We have a strong belief in the value of lifelong learning and in our strategic plan, we set out to develop a Trust that fully prepares children so they have the skills, knowledge, values and character to be successful in the world beyond our doors. We also believe that our greatest asset as an organisation, is our people, and we are privileged to be involved with such courageous, committed and child-centred employees. Everything we do is aimed at providing our staff with the resources and leadership to achieve their best. We believe that a supported and motivated staff create the best environment and the best opportunities for students to achieve their full potential.

Welcome to Beyond.

Andrew Minchin
Chief Executive Officer



About the Beyond Schools Trust

Our vision is simple:

To be the most respected family of schools - trusted to provide the highest quality of educational experiences in our communities.

We believe that by working together, rather than in isolation, we can accelerate school improvement and embed our vision in our academies. In working and collaborating towards our common strategic objectives, we can create more opportunities for lifelong success for our students.

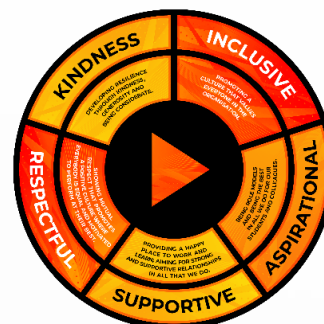
The fundamental philosophy behind the Beyond Schools Trust's vision and strategic plan is all about thinking beyond the present day; looking at what is right for our students and staff both now and in the longer term.

Put simply we strive to:

- Develop and retain the best employees that know how to provide the best educational experience
- Support, motivate and reward our employees to go above and beyond for our students
- Be responsive to our students' and employees' needs so they are prepared for a rapidly changing world.

Our Values

Everyone in our Trust has a part to play in bringing the ethos and culture of our values alive. We are committed to ensuring everyone knows why we should value each other and how we should value each other, so we can create a community where we all aspire to succeed. Our values are not the static states of play but things we are always striving to develop and uphold as part of our culture.



Our Mission

To provide opportunities for everybody to be the best they can be.

We want every one of our students, teachers, or Governors to be the best that can be.
We will work tirelessly to support them to reach their potential.



Beyond Schools Trust, Fort Pitt Grammar School, Fort Pitt Hill, Chatham, Kent ME4 6TJ



01634 888115



www.beyondschoools.co.uk



hello@beyondschoools.co.uk



Job Description – Receptionist

Reporting to: Office Manager, Attendance & PA
Salary: Trust scale 4-11
Location: Hilltop Road, Frindsbury, Rochester, Kent ME2 4QN

Job Purpose

To provide a reception service for Hilltop Primary School, greeting pupils, staff, parents/ carers and general visitors into the school in a professional and welcoming manner.

To undertake a variety of administration duties associated with reception, the school office and Hilltop.

Duties & Responsibilities

- To be the first point of contact to all parents and visitors to the school, ensuring visitors have the necessary safeguarding documentation and have completed the additional documents as appropriate.
- Daily running of the reception area.
- Answer telephone calls for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages.
- Responsible for incoming mail.
- Evaluating situations and inquiries (e.g involving other staff, students, parents and the public) for the purpose of taking action and/or directing to appropriate personnel.
- Performing record keeping and clerical functions for the purpose of supporting staff.
- Processing of documents and materials for the purpose of disseminating information to appropriate people.
- Responding to emergency calls as appropriate, notifying relevant staff to address safety issues.

Administration:

- Producing all letters for trips, events and visits (including termly swimming and other sporting events) and helping the PTA with printing/emailing of letters.
- Supporting with breakfast club administration (ASDA orders, ParentPay etc..).
- First aid logging on Arbor and sending email and in app notifications through Arbor.
- To assist with first aid (office point of contact).
- Processing of staff ASDA orders for across the school.
- September stationary order for all classes (basic order to get classes up and running for the new school year).
- General filing/scanning of school documents.
- Filtering office email account and forwarding to relevant people.
- Visitor ID checks, provide information to the Office Manager for the SCR.
- Asking parents to sign the late book and for school lunch orders, to liaise with the kitchen. Also to ensure parents are signing their children in/out for appointments etc.
- To use the ParentPay system to view payments that have been made. Run reports as needed to assist with the processing of parent / carer orders on ParentPay and distribution of items for water bottles, PE tops etc to class.
- Sending the MFSE daily register out to all school staff.



Safeguarding:

- Work in line with statutory safeguarding guidance (e.g., Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies.
- Work with the DSL to promote the best interests of pupils, including sharing concerns where necessary.
- Promote the safeguarding of all pupils in the school.

Staff Development

- To participate in appropriate and targeted In-Service Training and attend meetings where possible
- Engage in our **Professional Growth Model**—a continuous development approach that replaces traditional appraisals with regular, structured feedback and support.
- Benefit from **ongoing professional development**, clear career progression pathways, and a culture that values collaboration and innovation.
- Be part of a **high-performing, empowered workforce** focused on improving outcomes for all pupils through shared learning and growth.

Other Specific Duties

- To undertake any other duty as requested by the Head Teacher if not mentioned in the above
- To play a full part in the life of the school community, to support its distinctive aim and ethos and to encourage staff and students to follow this example
- To comply with the School's Health and Safety policy and undertake risk assessments as appropriate
- To adhere to the School's Dress Code – smart/professional
- To ensure confidentiality and comply with Data Protection Regulations
- To comply with Trust policies and procedures

Generic duties relevant to all members of staff

It is expected that all staff work collaboratively as members of the Trust to share good practice, resources, and ideas and realise the Trust's visions and aims. All staff should act with professional integrity at all times, following the "Code of Conduct".

Equality and Inclusion

The Trust is dedicated to creating an environment free of bullying, harassment, victimization, and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of ALL staff are recognised and valued. It is therefore the responsibility of staff to conduct themselves to help the Trust provide equal opportunities in employment, and prevent bullying, harassment, victimisation, and unlawful discrimination. All staff, as well as the Trust, can be held liable for acts of bullying, harassment, victimisation, and unlawful discrimination, in the course of their employment, against colleagues/staff, pupils, contractors, stakeholders and members of the public.

Safeguarding

Beyond Schools Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations put in place. All staff are to have due regard for safeguarding and promoting the welfare



of children and young people and to follow the child protection procedures as set out by Beyond Schools Trust. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Safeguarding Lead at the site where you are located.

ICT

All staff will be expected to utilise ICT and to improve communication and reduce paper use where possible. Security procedures must be followed when using ICT systems and particular care and attention should be taken with any communications that may result in a breach of GDPR.

All staff are expected to follow (and ensure students follow) the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

Health and Safety

Employees are required to work in compliance with the Trust's Health & Safety Policies and under the Health and Safety at Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.

In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training, and supervision necessary to accomplish those goals.

Teaching and Learning

This is our core business and therefore it is an absolute priority. Although this role is not a direct teaching role, you are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust and the Director of Human Resources. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.



Person Specification

CRITERIA	QUALITIES
Qualifications and training	<ul style="list-style-type: none"> • GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English and Maths • First-aid training, or willingness to complete it
Experience	<ul style="list-style-type: none"> • Experience of providing an efficient reception service • Experience of working in a busy, fast paced office environment • Experience of working in a school or other educational setting • Experience of using Arbor and cpoms - desirable
Skills and knowledge	<ul style="list-style-type: none"> • Excellent literacy and numeracy skills • Effective administrative and organisational skills • Good ICT skills • Ability to maintain high standards under pressure • Problem solving skills and the ability to apply tact and diplomacy when appropriate • The ability to build effective working relationships • The ability to prioritise tasks and to show initiative when dealing with day-to-day situations • Knowledge of guidance and requirements around safeguarding children
Personal Qualities	<ul style="list-style-type: none"> • Organised and self-motivated • Friendly and flexible manner • Excellent interpersonal skills • An ability to work effectively and collaboratively as part of a team • Ability to work under pressure and meet deadlines • Ability to maintain a high level of confidentiality • Commitment to safeguarding pupil's wellbeing and equality • Resilient, positive, forward looking and enthusiastic about making a difference.

Beyond Schools Trust is committed to safeguarding and promoting the welfare of children and young people as its number one priority. The commitment to robust recruitment, selection and induction procedures extends to organisations and services linked to the Trust.

This post is subject to an Enhanced DBS Disclosure, Children's Barred List and where applicable Disqualification under the Childcare Act check.



Summary of Terms & Conditions

Start date:	January 2026
Contract Type:	Part-time – temporary until July 2026
Place of Work:	Hilltop Road, Frindsbury, Rochester, Kent ME2 4QN
Hours & days of work:	35 hours per week, Monday to Friday, term-time only. Monday-Friday 08:00-15:30 - includes a 30-minute unpaid lunch break.
Salary:	Trust salary scale, point 4-11 £25,185-£28,142 Full time salary Actual salary between £19,920-£22,259
Holiday:	Entitlement of 25 days annual leave rising to 29 days after five years of service – this, together with bank holidays is included in your annual salary as no entitlement to take holiday on a term time only contract
Induction Period:	This post has a 6-month induction period.
Pension:	Membership of the Local Government Pension for support staff
Notice period:	One month to be worked during term-time
Car insurance:	Trust employees who use their private vehicles in the course of their duties must be covered with their insurers to cover business liability



Benefits

Care First

Access to **Care First** Employee Assistance Programme. Care First provides independent and professional employee support services from qualified counsellors and information specialists designed to help you with a wide range of work, family and personal issues.

Benenden Healthcare:

Non-contributory membership of Benenden Healthcare Scheme, which includes immediate family access to 24/7 GP service.

Professional Growth:

“We don’t appraise. We grow” We believe professional growth is not a once a year event but an everyday commitment. That’s why we’ve replaced the traditional annual appraisal with our **Professional Growth Model**, designed to foster meaningful, continuous development for all staff.

The Professional Growth Model promotes:

- Continuous learning
- Regular feedback,
- Collaborative development

All through collaboration, constructive dialogue and structured meetings with line managers.

Key benefits for staff include:

- Ongoing support for personal and professional development
- Clear pathways for career progression
- Regular, constructive feedback to enhance performance
- Opportunities to contribute to team and Trust-wide improvement
- A culture that values collaboration, innovation, and growth

We believe this approach helps build a high-performing, empowered workforce focused on improving outcomes for all pupils

Continuing Professional Development:

A comprehensive induction programme for all staff with a commitment to continuing professional opportunities across the Trust.

We invest in our staff by encouraging continuing professional development and enabling opportunities for career progression. An example is that staff have access to collaborative coaching across the Trust. Feedback from staff (May 2023) includes the following:

“It has been brilliant to speak to people who are in a similar position and have similar expectations in regards to the whole educational environment”

“The time to speak to our colleagues across the Trust and to go on this journey together has been welcomed”.



"I have learned so much during these workshops and I am extremely grateful for them"

"Learning the skills to become an effective leader for when I become a middle leader"

"I feel more confident in my people skills and how I motivate and converse with my team in order to achieve our shared goals".

Staff Wellbeing:

Whole Trust approach to well-being.

Pension Scheme:

Support staff with a contract of more than 3 months will be automatically enrolled in the **Local Government Pension**. Contribution bandings are based on actual salary. Contribution rates from 1st April 2025 are as follows:

Annual Salary Rate	Member contribution Rate
Up to £17,800	5.5%
£17,801 to £28,000	5.8%
£28,001 to £45,600	6.5%
£45,601 to £57,700	6.8%
£57,701 to £81,000	8.5%
£81,001 to £114,800	9.9%
£114,801 to £135,300	10.5%
£135,301 to £203,000	11.4%
£203,001 and above	12.5%

Other Benefits:

Two-week, half-term break in October (TTstaff/Teachers only)

Employee Referral Scheme:

Up to £500 payable for a new employee referral across the Trust

Family Friendly Policies:

The Trust offers generous family friendly policies including maternity, paternity, shared parental leave and adoption.

Cycle Scheme:

The Trust is a member of the Cycle to Work Scheme.

Car Parking:

Free onsite parking (we are in a ULEZ free zone)

Catering:

On site catering at affordable prices

Employee Discounts include:

20% discount off membership for Avenue Tennis
[Medway Gym & Fitness Centre | Avenue Tennis](#)

Access to Civil Service Sports Council, by becoming a member you start enjoying thousands of exclusive discounts, including free, unlimited, year-round family entry to English Heritage and Kew Gardens, a Tastecard and many more discounts.

Free annual subscription to Headspace

Free will writing service provided by Accord Legal Services

Blue Light Card discount scheme [Blue Light Card](#)



The Recruitment Process

Closing date: Wednesday 10th December 2025 at 9am

Interview date: Week commencing Monday 15th December

We reserve the right to bring forward the closing date where interest and applications received are high, therefore we encourage early applications.

To apply please complete an application form which can be found on the school's careers page [Our Vacancies](#)

If you wish to discuss the role, please contact **Zoe Mayston** via email zmayston@hilltopprimary.co.uk

The application form: Please complete the application form as fully as possible. Gaps in employment do need to be explained, therefore please provide as much information as possible. For example, if you undertook a gap year or had a period of unemployment, please state this. You will be unable to submit your application if there are any gaps.

All applications will be acknowledged, and you will be contacted thereafter of next steps.

Right to work in the UK: Unfortunately, if you do not have right to work in the UK, we are unable to process your application. If you are invited to attend an interview, you will be asked to produce original and up-to-date documentary evidence of your right to work in the UK.

Safeguarding: Safeguarding is our highest priority; therefore, pre-employment checks will be undertaken prior to a successful candidate joining. This includes references from current or most recent employer, an enhanced DBS with children's barred list check, and original certificates of qualifications will also need to be provided. It is an offence to apply for a role if you are barred from engaging in regulated activity relevant to children. If you are shortlisted for interview, you will be required to complete a self-disclosure form this will be sent with your invite to interview and must be completed, signed, and returned prior to interview. The Trust will also undertake an online search as part of its safeguarding duties at offer stage.

The schools safeguarding Policy can be found [here](#)

CV: We do not wish to see your CV so please do not include it.



Supporting Statement:

Your supporting statement is important and will be the basis of our shortlisting and progressing your application, therefore you need to ensure you answer the following as concisely as possible:

- Why you believe you are a strong candidate for the position.
- Set out impact you have made in your current/previous positions.
- Make reference to the job description and person specification to set out how you meet the criteria.

Additional skills:

Aside from your professional skills relevant to the role you are applying for we are interested in you as an individual, therefore do share with us any additional skills, hobbies, and abilities that you would like us to know about

References:

Do provide referee details as outlined, please ensure you indicate whether references can be taken up before interview.

Equal opportunities monitoring:

This will be kept separate from your application and used only for monitoring purposes by the HR department.

Special arrangements:

Please do set out in the application form any special arrangements we should try to make if you are invited to interview.

Retention of Personal Information:

Any information supplied by an unsuccessful candidate will be destroyed six months after date of shortlisting.

Any data about you will be held securely with access restrict to those involved in dealing with your application in the selection process. By signing and submitting your application form, you are giving consent to the processing of your data.

Our Privacy policy is available [here](#)

Equality and Diversity:

We recognise the benefits of a diverse workforce. We are committed to eradication discrimination in the workplace, becoming an employer of choice, for all staff to believe that they have a voice and be empowered to make a difference.

Criminal Convictions:

All education establishments in the UK are exempt from the Rehabilitation of Offenders Act 1974. In practice, this means that all applicants must inform on all spent and unspent convictions on the application form and when completing a Discloser and Barring form. Failure to provide this information may result in dismissal. A Children's Barred List check is also obtained on anyone who will be working on or coming into contact with children; and must be received by the school before employment can commence.



Living and working in Medway

On the banks of the River Medway from which it takes its name, Medway is the second largest conurbation (after Brighton) between London and continental Europe. This combined with its comprehensive transport links, makes Medway a gateway to the capital, the county of Kent and the continent.

With its regeneration programme providing a variety of new homes and growth for all, Medway is already one of the South East's fastest growing areas. Its ambitious vision provides economic and housing opportunities across all five major towns – all of which act as a magnet for a diverse range of businesses, property hunters and investors.

“Its comprehensive transport links make Medway a gateway to the capital, the county of Kent and the continent.”

Families and commuters are attracted to Medway by the choice of accommodation and facilities in Medway and can live close to schools, railways, and town centres, including Rochester's historic high street. Not only does Medway boast the biggest regeneration zone within the Thames Gateway, but it is surrounded by award-winning green spaces and world-renowned heritage sites.

Living in Medway

Medway's housing landscape is very diverse – from Victorian period properties and cottages to newly-developed modern builds and suburban developments. There is something for everyone from families big and small to couples and individuals wanting to find their perfect home.

Medway has the lowest council tax in Kent and one of the lowest rates in the M25 corridor.

A multi-million-pound regeneration programme is currently transforming Medway's landscape bringing 29,000 new homes, many of them stunning riverfront developments.

Medway is a place in which you can enjoy both living and working. A thriving business location but also within an easily commute to London and yet beautifully green with seven green flags accredited parks. It's a great place to put down roots and make a life.

More than 80% of Medway schools have an OFSTED rating of good or better and is home to four universities.



Receptionist



Salary: Trust scale 4-11 £25,185-£28,142 Full time salary
Actual salary £19,920-£22,259 per annum
Start date: January 2026 – temporary until July 2026
Hours: 35 hours per week – term-time only
Location: Hilltop Road, Frindsbury, Rochester, Kent ME2 4QN
Closing date: Wednesday 10th December 2025 at 9am
Interview date: Week commencing Monday 15th December 2025

We are seeking a friendly, organised, and professional receptionist to be the welcoming face of our school. At Hilltop, our dedicated team ensures every child receives the very best start, fostering curiosity, creativity, and a lifelong love of learning. As the first point of contact for parents, visitors, and staff, you will play a vital role in supporting our ethos and values.

If you are passionate about providing exceptional service and contributing to a nurturing environment, we would love to hear from you!

The ideal candidate will have:

- Excellent communication and interpersonal skills.
- Strong organisational ability and attention to detail.
- Proficiency in IT systems
- Ability to work under pressure and prioritise tasks.
- Commitment to safeguarding and promoting the welfare of children.

In return, we will offer you:

- an incredibly supportive group of colleagues and leaders
- comprehensive induction programme with a commitment to CPD
- Care First employee assistance programme
- non-contributory membership of Benenden private health care cover
- membership of the Local Government Pension Scheme
- two-week half term in October
- cycle to work scheme

For further details on this role and to apply please complete an application form which can be found on the school's careers page [Our Vacancies | Hilltop Primary School](#)

Visits to the school are strongly encouraged. For further information and to arrange a school visit, please contact **Zoe Mayston** on **01634 710312** or via email zmayston@hilltopprimary.co.uk

We reserve the right to bring forward the closing date where interest and applications received are high, therefore we encourage early applications



Safeguarding commitment

Beyond Schools Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. All post holders in a regulated activity are subject to appropriate vetting procedures and a satisfactory "Disclosing and Barring Service (DBS) Enhanced check".

Equality & Inclusivity Statement

At **Beyond Schools Trust** we strive to be a diverse and inclusive workplace where we can ALL be ourselves. We particularly encourage applications from under-represented communities, including but not limited to those who identify as Black, Asian or from a minority ethnic background.



Our Location

Hilltop Primary School
Hilltop Road
Frindsbury
Rochester
Kent
ME2 4QN

Tel: 01634 710312
Email: office@hilltopprimary.co.uk
Website: www.hilltopprimary.co.uk
what3words: [poetic.labels.train](https://www.what3words.com/poetic.labels.train)

