



Receptionist

**YOUR
FUTURE.**

OUR CEO

Manor MAT is a vibrant community of primary schools across the Black Country and South Staffordshire, united by a shared passion for making a difference. Our motto, **creating futures together**, isn't just a tagline - it's a daily commitment. Whether in the classroom, the staffroom, or our central team, we work collaboratively to shape futures filled with possibility, purpose, and hope. We believe that **great staff create great schools**. That's why we invest deeply in your growth - not just as a professional, but as a person. Whether you're a support staff member exploring a pathway into teaching, a middle leader seeking coaching and development, or an experienced educator ready to take the next step in leadership, Manor MAT offers tailored opportunities to help you flourish. Our culture of collaboration means you'll never walk alone; you'll be part of a network that lifts, learns and leads together.

Welcome to Manor MAT. Let's create futures together.

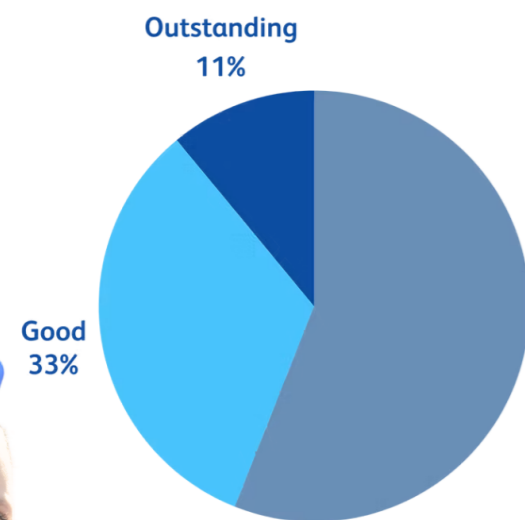
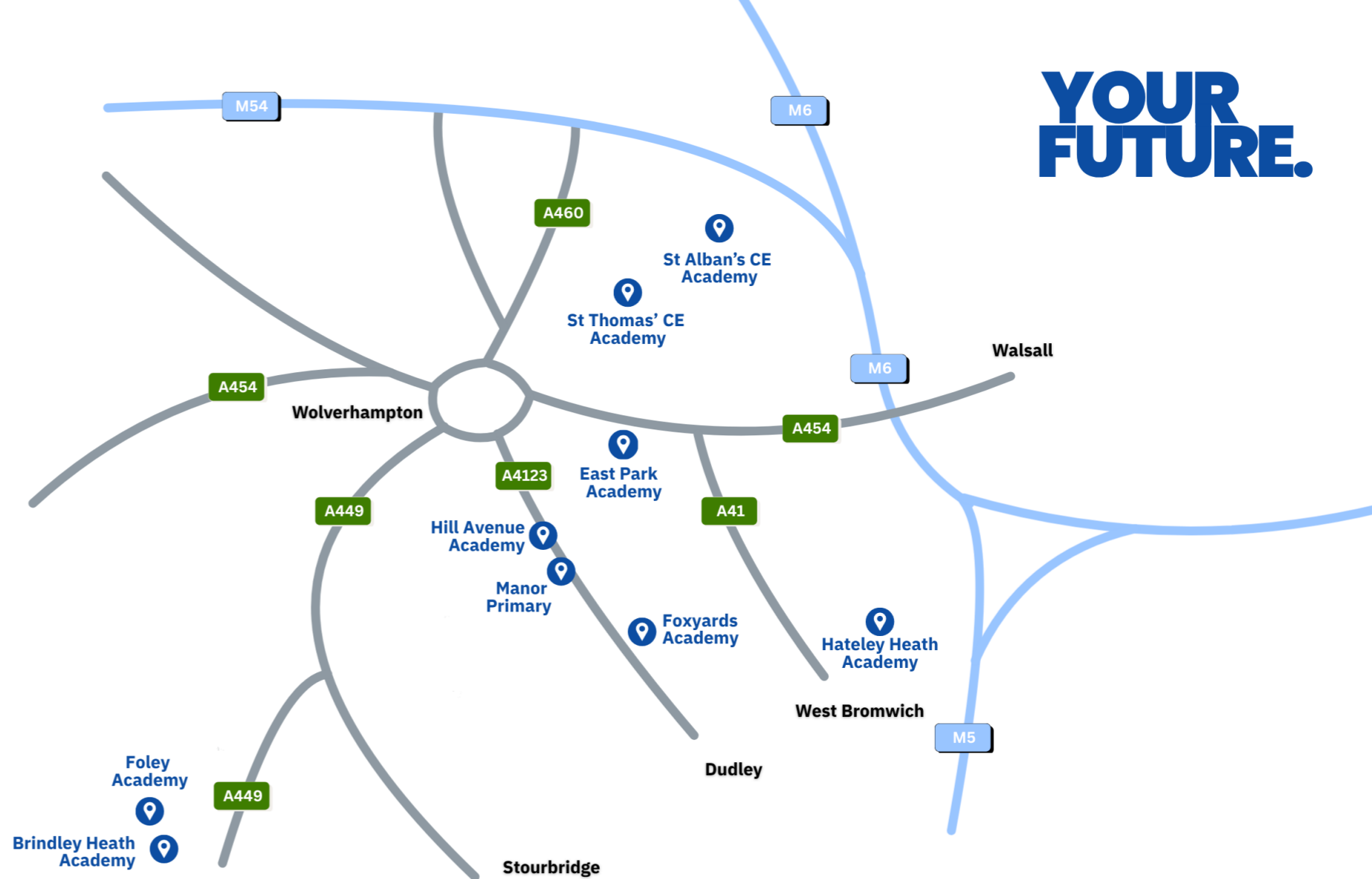
Hayley Guest



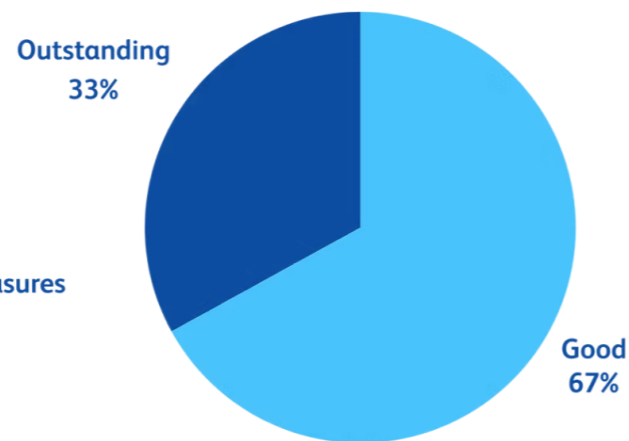
OUR TRUST

We began in 2016...

...with the aspiration that every child in our care attends a great school. We have ensured that some of the lowest performing schools in the country, many with significantly above national proportions of pupils eligible for free school meals, have been sustainably transformed in a short space of time.



Schools before joining Manor MAT



Manor MAT Schools at their first inspection

We have improved the life chances of thousands of young people, many living in some of the most disadvantaged parts of the country.



Children

We serve over 3400 children and their communities with world-class education and care. They are at the heart of our trust.



Teaching School Hub

All of our students who completed their PGCE with us over the past 3 years successfully gained employment at the end of their programme.



Manor is the place to be

All of our recently recruited staff would recommend Manor as an employer due to the excellent support they receive.

OUR OFFER



When you join our trust, you're joining a family. And a family cares for one another. That's why we offer our services and extras so you know you are a valued part of our family.



3 of many offers from us to you



Our Specialised Central Team

We are committed to providing resource and experience that enhances the learning experience for children, motivates staff and provides unique opportunities for schools and communities. From finance to IT, to Estate management, to HR, we've got it covered.



MAT Conference and CPD

We invest heavily in your CPD. We have an annual conference at a shared venue with our whole trust family where we share practice, prioritise wellbeing and cast vision for the future. We also have regular CPD opportunities throughout the year.



Annual Awards Celebration

The MAT Awards celebrate the outstanding achievements and shared successes of our Manor MAT family in a highlight of the year for all of our staff. A chance to reflect on the previous year and celebrate the hard work and dedication of so many.

YOUR BENEFITS



LIFESTYLE SAVINGS

Lifestyle savings are built to support every aspect of your daily life. From supermarkets and high street shopping, to utility bills and retailers in your local community. Discover a world of savings.



MENTAL WELLBEING

Access confidential support when you need it most. Whatever physical, mental or financial issue you're facing, you can find a wide range of resources waiting to help - 24/7, 365 days a year.

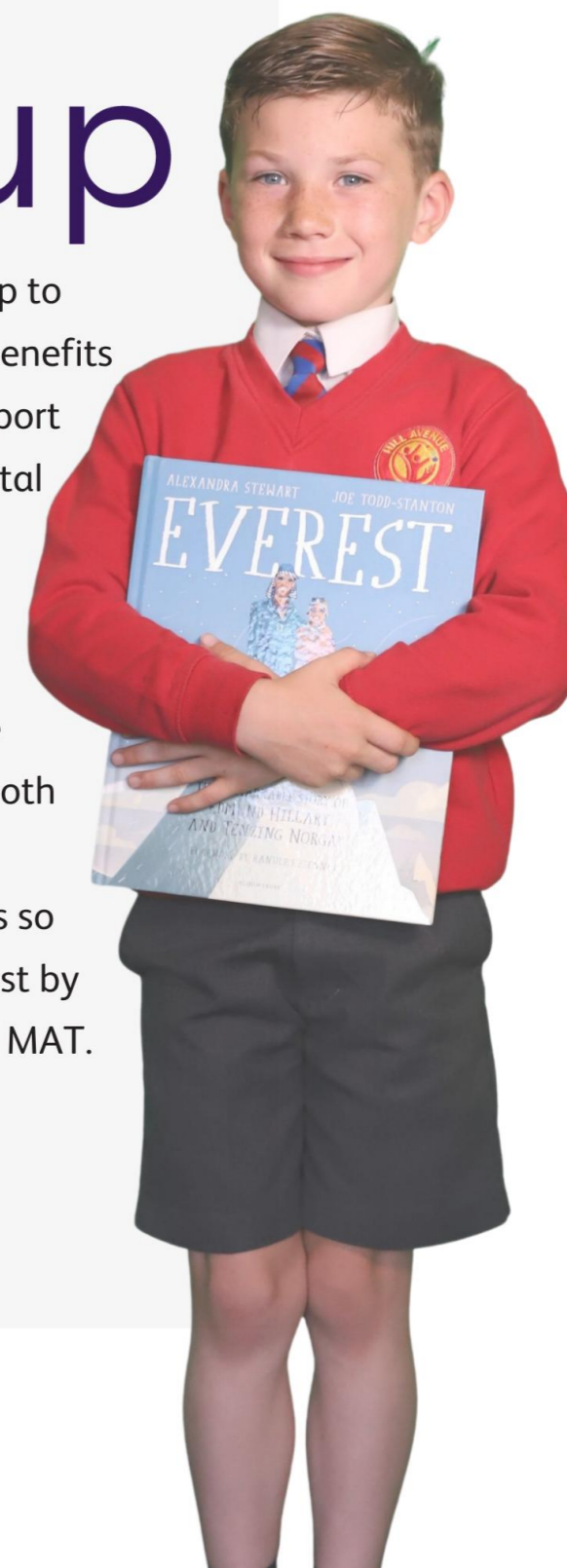


PAYROLL PAY

Payroll Pay allows you to spread the cost of the items you want and need directly from your salary, helping you to avoid expensive borrowing whilst still spreading the cost.



We work with Vivup to make these staff benefits possible, all to support your physical, mental and financial wellbeing. Vivup offers so much in order to make sure you're supported both professionally and personally, and it is so simple to access just by working for Manor MAT.



St Thomas' CE Academy



St. Thomas' C of E Academy, located in the heart of Wednesfield is a thriving, one-form entry primary school with a rich cultural mix and deep connections to the local community and St. Thomas' Church. Established on its current site in the 1960s and becoming part of Manor Multi-Academy Trust in 2018, the school provides a warm, nurturing environment for 210 pupils currently from Nursery through to Year 6. With strong community links and a welcoming atmosphere, St. Thomas' is dedicated to fostering growth, achievement, and respect for all.



Mrs F Beardsley
Headteacher



At our latest inspection, we retained our 'Good' judgment from Ofsted. They saw that pupils are proud to attend our great school.



We have capacity to serve 240 children and their families. They are at the heart of our school.



Our small and dedicated staff team work in unity. Our culture is designed to build each other up and encourage on your journey.



**Our future is built
on what you bring.
At Manor MAT,
your skills,
character and ideas
help shape
what comes next.**

OUR COMMITMENT TO SAFEGUARDING

Safeguarding is the foundation of everything we do. We are fully committed to the principles set out in Keeping Children Safe in Education and all colleagues, regardless of role, are required to uphold these standards without exception. Every appointment we make, from classroom to central team, is considered through the lens of child protection.

Our recruitment process is designed to be thorough, transparent, and uncompromising. We follow Safer Recruitment best practice in full, including the requirement for at least one member of every interview panel to hold a current Safer Recruitment certificate. All shortlisted candidates are subject to scrutiny of their application and any attempt to conceal, misrepresent, or omit relevant information will result in immediate withdrawal of an offer or, where applicable, termination of employment and referral to the relevant authorities.

Every successful candidate undergoes a robust pre-employment vetting process before employment in one of our schools. This includes an Enhanced DBS check with a Children's Barred List check and, where relevant, a check against the Teacher Regulation Agency's prohibition list. Overseas applicants, or those who have lived or worked abroad, will be required to provide additional checks equivalent to a UK DBS, in line with KCSIE requirements.

Safeguarding does not end at the point of hire, it is embedded into the culture and daily practice of every school in our Trust.



Receptionist

Duties & Responsibilities

We expect our Receptionist at Manor MAT to uphold our core values of Integrity; Ambition, Collaboration and Inclusion; act with honesty; keep their knowledge and skills as a Receptionist up-to-date and are self-critical; forge positive professional relationships; and work with everyone concerned in the best interests of the pupils.

Core Purpose

The core purpose of a Receptionist at a Manor MAT School is to operate a Reception Service that promotes a professional image of the School. To deliver administrative and general office services and provide information and support in an educational establishment setting.

Reception Duties

- To be the first point of contact for all visitors to the school.
- Ensure all visitors follow the signing in procedures and are provided with relevant health and safety information.
- Maintain the Entry-sign system for staff and visitors, ensuring authorised visitors are entered.
- Submit order for labels when needed.
- Always provide a pleasant and efficient reception service.
- Deal with all enquiries in a professional, pleasant and courteous manner.
- Keep reception areas welcoming, tidy and up to date.
- To answer the telephones promptly, courteously and with sensitivity and confidence, using initiative as required and forwarding detailed messages as appropriate.
- Ensure pupils are signed in/out appropriately when attending/returning from appointments.

Administration

- Respond to enquiries from staff, pupils, parents, and visitors in an efficient manner.
- Provide requested information in a timely and efficient manner.
- Accurately record and maintain data held in SIMS, including:
 - Record reasons for pupil's absence (follow procedures determined for pupils first day of absence).
 - Ensure registers have been completed correctly, follow up queries daily with class teachers.
 - Record late marks, including reasons provided by parents.
 - Support the administration processes and systems for admissions and leavers.
 - Produce reports as defined and requested by Administration Officer and Senior Leadership Group.
 - Amend changes to personal details of pupils, including addresses, telephone numbers, medical and dietary procedures.
 - Record pupil/staff meals and liaise with Catering Services regarding daily dinner numbers.
- Update hard copy versions of pupil's personal and emergency information.
- Ensure the database for texting parents/staff is up to date.
- Send text messages to parents as and when requested.
- Update the records for children attending after school activities, ensuring that permission slips are received.
- Support the induction process for potential parents to view the school and for children to attend induction days.

Receptionist

- Make arrangements for staff to attend training courses/seminars etc, including travel and accommodation if necessary.
- Book venues for meetings as requested.
- General photocopying as required.
- Organisation of external mail and distribution of incoming mail.
- Receive and record payments received for visits.
- Receive and record dinner money payments.
- Receiving deliveries and check goods received to delivery notes.
- To order school uniform and ensure stock is kept at a reasonable level.

Other Duties

- To maintain full confidentiality at all times.
- To be aware of and comply with school policies and procedures (e.g. child protection, health and safety, data protection, confidentiality) and reporting concerns as appropriate.
- To undertake training when required.
- To adhere to the ethos of the school.
- To promote the agreed visions and aims of the school.
- To set an example of personal integrity and professionalism.
- Any other duties as directed within the grading of the post.

General Conditions

This job description is subject to annual review. It may be amended only after full consultation with the Receptionist concerned. It will be signed if agreement is reached. If following review and amendment, agreement is not reached the appropriate procedures should be used for settling disputes.

Signatures

_____ Receptionist

_____ Headteacher

Receptionist

Person Specification

CRITERIA	QUALITIES	ESSENTIAL	DESIRABLE
Qualifications	GCSEs (or equivalent) in English and Maths (Grade C/4 or above)	✓	
	Good literacy, numeracy, and IT skills	✓	
	NVQ Level 2 or 3 in Business Administration or Customer Service		✓
	First Aid qualification		✓
Experience	Experience working in a customer-facing role	✓	
	Experience using office equipment (telephone systems, photocopiers, printers)	✓	
	Experience in administrative or clerical work	✓	
	Experience working in a school or education setting		✓
	Experience using school management information systems (e.g., SIMS, Bromcom)		✓
Knowledge and Skills	Proficient in Microsoft Office (Word, Excel, Outlook)	✓	
	Excellent verbal and written communication skills	✓	
	Ability to deal professionally and sensitively with children, parents, staff, and visitors	✓	
	Strong organisational skills and attention to detail	✓	
	Ability to multitask, prioritise, and remain calm under pressure	✓	
	Understanding of school safeguarding procedures		✓
	Knowledge of GDPR and data protection requirements		✓
Personal Attributes	Friendly and approachable manner	✓	
	Reliable, punctual, and professional	✓	
	Tactful and confidential	✓	
	Flexible and willing to support the wider school team	✓	
	Positive attitude and commitment to safeguarding and promoting the welfare of children	✓	



manormultiacademytrust.com



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