

RECEPTIONIST & ADMINISTRATIVE ASSISTANT INFORMATION PACK

ARAGON PRIMARY SCHOOL
MAY 2026



“Be the Best You Can Be”

Dear Applicant,

Thank you for your interest in joining Aragon Primary School. We are delighted that you are considering applying for the role of Receptionist / Administrative Assistant and hope this information gives you a genuine sense of what makes Aragon such a special place to work.

Aragon is a warm, inclusive school community where every child is known, valued and supported to achieve their very best. We are proud of the calm, purposeful environment that underpins daily life at the school, and we recognise that this is sustained by skilled, committed staff working closely together in all roles across the school.

Our school office sits at the heart of Aragon. It is often the first point of contact for families, visitors and external agencies, and plays a vital role in ensuring the smooth and effective running of the school. Our Receptionist / Administrative Assistant is central to this work, providing a professional and welcoming reception service, supporting daily organisation and communication, and helping the school run efficiently, particularly during busy periods.

Our May 2025 Ofsted inspection recognised the strength and consistency of our provision. Inspectors reported no areas for development and highlighted the calm, respectful behaviour of pupils, the strong and well-sequenced curriculum, high-quality teaching and the positive, ambitious ethos that is evident throughout the school.

One of Aragon's greatest strengths is our staff team. We are stable, supportive and collaborative, with a strong culture of professionalism and mutual respect. Support staff are valued as an integral part of the school community, and their contribution is recognised as essential to the success and wellbeing of our pupils, families and staff. Vacancies at Aragon are rare, and this opportunity to join our office team is an exciting one.

We are looking for someone who is organised, calm, friendly and professional, with a strong sense of responsibility and confidentiality. Whether you bring experience from a school setting or a similar administrative or customer-facing role, you will find Aragon a welcoming and supportive place to work.

Thank you for taking the time to find out more about Aragon Primary School. We look forward to receiving your application and learning more about what you could bring to our school community.

Yours sincerely,
Clare Ryder
Headteacher
Aragon Primary School





About our School

Aragon Primary School is a thriving and inclusive school in the London Borough of Merton, educating pupils from Nursery to Year 6. As part of the Willow Learning Trust, the school benefits from strong collaboration across the trust while maintaining a clear identity at the heart of its local community. Aragon has been recognised for its high standards, strong relationships and a culture where pupils are encouraged to be ambitious, curious and proud of their learning.

The school provides a broad and carefully sequenced curriculum that enables pupils to build secure knowledge and skills across all subjects, knowing and remember more. This has helped us to achieve exceptional outcomes, that are significantly above national and placed us in the **top four schools** in Merton in 2025.

Early reading is taught through **Little Wandle Letters and Sounds Revised**, ensuring pupils develop strong foundations in phonics and reading. In 2025, **97%** of children passed the **Year 1 Phonics Screening Check**.

In mathematics, the school follows **Maths No Problem**, supporting deep conceptual understanding and mathematical reasoning. In 2025, **94% of pupils met the expected standard in Key Stage 2 mathematics, with 54% achieving the higher standard**, placing outcomes significantly above national averages. Aragon is proud to be recognised as a **Maths No Problem Beacon School**.

We are extremely proud of our rich and varied wider curriculum. Alongside high quality classroom teaching, pupils benefit from **specialist teaching** in music and Spanish, enabling them to develop their knowledge, creativity and cultural understanding across a range of disciplines.

Pupil voice is highly valued, with a wide range of leadership opportunities. Ofsted noted that pupils feel there is “something for everyone”, valuing roles such as reading champions, where they support younger pupils with reading.

Teaching and learning at Aragon is rooted in evidence-informed practice. Staff draw on research including **Rosenshine’s Principles of Instruction**, guidance from the **Education Endowment Foundation**, cognitive science, and more. These approaches are brought together in the school’s Teaching and Learning Handbook, ensuring clarity and consistency in high quality teaching from Early Years through to Year 6.

Inclusion sits at the heart of the school’s ethos. Quality-first teaching, early identification of need and carefully targeted support ensure that all pupils, including those with special educational needs and disabilities, can access an ambitious curriculum and thrive academically, socially and emotionally.



Aragon is also widely recognised for its exceptional outdoor play provision and is proud to hold the OPAL (Outdoor Play and Learning) Gold Award. Play is viewed as a vital part of children's development, supporting physical health, creativity, collaboration and wellbeing. Through the OPAL programme, pupils have access to rich and varied play opportunities that encourage imagination, problem solving and independence, making playtime a valued and purposeful part of the school day.



Personal development is valued. A **wide range** of trips, workshops, visitors and enrichment opportunities deepen pupils' learning while providing memorable experiences that help shape them into kind, thoughtful and responsible members of society. Pupils are encouraged to think critically about the world around them and develop the confidence and character needed for the next stage of their education.



Sport and physical activity have a high profile at Aragon. Pupils have many opportunities to represent the school across the borough in a range of sporting events and competitions. This commitment to sport is reflected in the school achieving the **Platinum Merton School Sports Mark**.



The school is proud to hold a number of recognised awards, including the **Artsmark Award**, recognising the strength of creative opportunities across the curriculum. The school is particularly fortunate to have a dedicated art studio **Room 13**, staffed by our resident artist.

Aragon Primary School also plays a key role in developing future teachers. We are the lead school for the primary programme of **Sutton SCITT**, a highly successful teacher training provider judged Outstanding by Ofsted.



Together, these strengths create a **vibrant** school community where pupils **flourish**, staff work **collaboratively** and **high expectations** are matched with genuine care for every child.

Job Description



Job Title: Receptionist / Administrative Assistant

Responsible to: Office Manager

Grade: ME6

Job Purpose

To provide a professional, efficient and welcoming reception service, alongside high-quality administrative support, ensuring the smooth operation of the school office and positive communication with families, staff and visitors.

Key Duties and Responsibilities:

1. Reception and Customer Service

- Welcome parents, pupils, staff and visitors in a friendly and professional manner
- Operate the school telephone system and manage the main school email inbox
- Apply safeguarding and site security procedures for all visitors
- Handle general enquiries efficiently and courteously
- Distribute items brought to the office for pupils and staff

2. Office Organisation and Environment

- Keep the reception and office areas tidy, organised and welcoming at all times
- Ensure meeting rooms are left tidy and reset after use
- Monitor and restock office supplies
- Carry out laminating, photocopying, scanning and filing as required

3. Meetings, Rooms and Whole-School Diary

- Book internal and external meeting rooms, including lettings where appropriate
- Set up meeting rooms with required equipment or refreshments
- Manage diary bookings for the Headteacher, Deputy Headteacher and the whole-school calendar
- Support the organisation of photography days, including communication and logistics

4. Administrative Support

- Provide daily administrative support during busy morning periods
- Carry out more detailed administrative tasks on the extended full working day
- Prepare, print and distribute assessment and administrative materials, ensuring confidentiality and accuracy
- Assist with the preparation and distribution of letters and communications to parents
- Support the administration of school trips, events and extra-curricular clubs
- Process bookings and queries for breakfast club and after-school club
- Support parent queries relating to wraparound care
- Manage the ordering and distribution of Cool Milk and daily fruit
- Sell school uniform, manage stock and liaise with the uniform supplier
- Handle cash and online payments securely, in line with school procedures

5. Attendance, Pupil Welfare and Records

- Process late arrivals and early collections
- Input attendance data accurately into the school management information system (training provided)
- Provide basic first aid to pupils (training provided)
- Respond appropriately to pupil welfare queries, referring to senior staff as required
- Assist with maintaining accurate pupil records

6. IT, Printing and External Liaison

- Log IT support requests and liaise with the school's IT provider
- Contact printing companies regarding faults or maintenance
- Support staff with printing and resource preparation when required

7. Safeguarding, Confidentiality and Professional Responsibilities

- Maintain strict confidentiality at all times regarding pupils, families and staff
- Work in line with school policies, including safeguarding, GDPR and data protection
- Report any safeguarding concerns in line with school procedures
- Support the Office Manager, Trust Finance Team and Senior Leadership Team as required
- Undertake any other reasonable duties commensurate with the role

Safeguarding Statement

Aragon Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be subject to an enhanced DBS check and other safer recruitment checks in line with statutory guidance.

This job description outlines the main duties and responsibilities of the role. It is not exhaustive, and duties may be amended following consultation, to meet the needs of the school.

Person Specification	Essential	Desirable	Assessed
1. Qualifications, Education and Training			
1.1 Good standard of literacy and numeracy (GCSEs or equivalent)	✓		A
1.2 First aid qualification (or willingness to undertake training)		✓	A
1.3 Safeguarding training (or willingness to undertake training)		✓	
2. Experience			
2.1 Experience working in an administrative, reception or customer-facing role	✓		A/I
2.2 Experience dealing with a range of enquiries professionally and sensitively	✓		A/I
2.3 Experience working in a school or educational setting		✓	A/I
2.4 Experience using a management information system or similar database		✓	A/I
3. Skills and Knowledge			
3.1 Excellent communication skills, both verbal and written	✓		A/I
3.2 Strong organisational skills with good attention to detail	✓		A/I
3.3 Ability to prioritise tasks and manage competing demands	✓		A/I
3.4 Confidence using IT systems, including email and Microsoft Office	✓		A/I
3.5 Understanding of the importance of confidentiality and data protection	✓		A/I
3.6 Good understanding of safeguarding and child protection responsibilities	✓		A/I
3.7 Ability to follow procedures accurately and consistently	✓		A/I
3.8 Understanding of safeguarding responsibilities within a school setting		✓	A/I
4. Personal and Professional Attributes			
4.1 Approachable and welcoming, with the ability to build positive relationships with pupils, parents, staff and visitors	✓		A/I
4.2 Able to work effectively as part of a team and independently	✓		A/I
4.3 Resilient and able to remain calm during busy periods	✓		A/I
4.4 Willingness to learn and adapt to the changing needs of the school	✓		A/I

A = Application Form; I = Interview; O = Observation

The Willow Learning Trust is an equal opportunities employer and welcomes applications from all the sectors of the community. We are committed to protecting our pupils and staff and therefore have a rigorous recruitment process which include assessing candidates' suitability to work with children. Candidates will be shortlisted against the above essential criteria assessable from application forms. Issues relating to safeguarding and promoting the welfare of children will be explored during the interview process.

Tips for Application

Completing the Application Form

Your application form plays a key role in the selection process, so take time to complete it fully and accurately as shortlisting decisions are based solely on the information you provide. Ensure you refer to the Person Specification when completing your application and provide clear evidence and examples showing how you meet each criterion.

Personal Details

Please complete the Equal Opportunities Monitoring Form at the end of the application. This form is used for monitoring purposes only, will be removed before shortlisting, and destroyed after use.

Career History

We are interested to hear details of your work history, including paid employment, voluntary work, or periods of unpaid work such as caring responsibilities. If a job title does not clearly describe your duties, provide a brief summary of your main responsibilities. You may use additional sheets if required. Please ensure there are no gaps in your employment history. If you do have gaps, please ensure you account for this time on the Application Form.

Education, Qualifications, and Training

You should list all relevant qualifications and training as requested in the Person Specification, remember to include any additional qualifications or courses that demonstrate your skills or knowledge. Please note you will need to provide proof of qualifications later in the recruitment process.

Statement of Suitability

This section is your opportunity to demonstrate how you meet the Person Specification. Address each criterion and provide specific examples of your experience and achievements. Instead of writing 'I am organised and meet deadlines', describe a situation that proves this, such as: 'I organised a fundraising event for a local playgroup within six months, coordinating a team of five volunteers.' We cannot assume your experience equals ability, so please explain how you achieved results. You may use examples from voluntary work, hobbies, or other relevant activities.

Relationships

We do not exclude applicants who are related to staff or Governors. However, if you are related to someone, they will not be involved in the selection process. Failure to disclose a relationship may result in dismissal. 'Related' includes cohabiting.

Pre-employment checks

It is Trust policy that any job offer will be conditional on receipt of all pre-employment checks including: satisfactory references, preemployment medical clearance, enhanced DBS disclosure, online checks and for teaching roles, verification of teaching qualifications. In addition you will be asked to complete an online medical questionnaire and may be required to attend a medical assessment. All employees must have an Enhanced DBS, which can be checked using the on-line service or the school will organise this for you.

Interviews

Willow Learning Trust uses a variety of selection methods, which may include teaching a lesson for teaching roles, ability tests, presentations, or work-related exercises. You will be informed of the methods in advance. Interviews will include questions about your application, safeguarding, and child welfare. Any concerns from references will also be discussed.

Complaints

We are committed to equality of opportunity in recruitment. If you believe you have been discriminated against during the process, for example based on race, age, gender, disability, or religion, you may submit a complaint. Complaints must be made in writing to the Headteacher /CEO within three working days of being rejected after an interview. Please explain the reason for your complaint. The Headteacher/CEO or representative may contact you before confirming the outcome.





Receptionist/Administrative Assistant ME6 (7-10) Start Date - September 2026

Are you an enthusiastic, reflective and ambitious Higher Level Teaching Assistant looking to make a meaningful difference in a thriving school community?

We are looking for a friendly, organised and proactive Receptionist / Administrative Assistant to join our busy and supportive school office team.

This is a part-time role, providing consistent morning reception cover throughout the week, alongside one extended full day to support key administrative tasks and provide continuity when the Office Manager is not in school.

Working Pattern

- 8:00am – 1:00pm, Monday-Thursday
- 8:00am – 4:00pm, Friday

This is a varied and rewarding role at the heart of school life. You will be the first point of contact for parents, pupils, visitors and staff, playing a vital role in ensuring the smooth day-to-day running of the school.

We are looking for someone who thrives in a fast-paced environment and can balance a wide range of responsibilities with professionalism, warmth and discretion.

Key Responsibilities

- Providing a welcoming and professional reception service
- Managing telephone calls and the school's main email inbox
- Supporting diary management, meetings and school events
- Processing attendance, late arrivals and early collections
- Supporting wraparound care, trips and parent communications
- Managing office organisation, printing and general administration
- Liaising with IT providers, photographers and external services
- Providing basic first aid to pupils (training provided)

We Are Looking For Someone Who

- Is calm, friendly and confident with both children and adults
- Is highly organised with excellent attention to detail
- Works efficiently and remains professional in a busy environment
- Has good IT skills and is willing to learn school systems
- Understands the importance of confidentiality and safeguarding
- Is reliable, flexible and works well as part of a team