

PINNER

HIGH SCHOOL



SCHOOL RECEPTIONIST

CANDIDATE INFORMATION PACK

Inspiring Learning



Shortlisted
Secondary school of the year



INVESTORS IN PEOPLE™
We invest in wellbeing Gold



Letter from the Headteacher

Dear Applicant

Thank you for considering the opportunity to join the exceptional team at Pinner High School. As Headteacher, it is my privilege to lead a school where ambition, opportunity, and success converge in a vibrant and inclusive community. Guided by our motto, '**Inspiring Learning,**' we are committed to equipping our students with the knowledge, skills, and experiences they need to reach their full potential and excel in a rapidly evolving world.

As a prospective member of staff, you will become part of a talented and dedicated team of professionals united by a shared passion for educational excellence. At Pinner High School, we place a strong emphasis on staff well-being and professional growth, fostering a culture where every individual feels valued, supported, and empowered to succeed. With personalised professional development opportunities, a collaborative ethos, and encouragement for innovation in teaching practices, we aim to support you in thriving both personally and professionally.

We are proud to be a relatively small, community-oriented school that cultivates close relationships within our team and with the families we serve. At Pinner High School, we care deeply about our staff, treating everyone with respect, kindness, and professionalism. Our goal is to create an environment where you can enjoy your work, build lasting friendships with colleagues, and embrace a "work smarter, not harder" approach to ensure a sustainable and fulfilling career.

Lifelong learning is central to our ethos—not only for our students but also for every member of our team. We believe in continually refining skills, developing leadership potential, and finding joy in the most rewarding aspects of education. Whether through the relationships we build, the trips we lead, or the successes we celebrate, these moments define the meaningful and enjoyable experience of working at Pinner High School.

If you would like to join our school please complete your application via mynewterm.com

Further information can be found via our website www.pinnerhighschool.org.

We look forward to working with you

Mr Raj Patel

School Receptionist

Reports to:	Head of Operations
Start date:	April 2026
Salary:	H2 Point 3; £28,616 FTE; £16,229 pro-rata, plus contributory local government pension scheme
Hours:	24.5 hours per week / 38 weeks per year (term time only) Mon – Thurs 12.00pm to 5.00pm and Fri 12.00pm to 4.30pm
Contract:	Permanent
Closing date:	13 April 2026, 9am
Interview date:	16 April 2026

We encourage you to read our website carefully and familiarise yourself with our prospectus, this candidate information pack and the application form for the post.

At Pinner High School, success extends far beyond academics. We are dedicated to developing well-rounded, compassionate, and critical thinkers who engage with the world with curiosity and confidence. We actively encourage our students to ask questions, explore ideas, and challenge perspectives—practices that deepen their understanding, spark creativity, and ignite a lifelong love of learning.

Our core values—kindness, respect, integrity, and perseverance—are woven into every aspect of school life. These values guide our decisions, shape our relationships, and create a supportive and inclusive culture where students, staff, and the wider community feel valued. By blending academic excellence with character development, we empower our students to thrive as thoughtful, resilient, and engaged individuals, ready to make a positive impact on the world.

The following job description is not necessarily exhaustive; it will be reviewed as appropriate and may be subject to modification or amendment at any time after consultation with the post holder.

The Harrow Academies Trust is fully committed to the principles of equal opportunity, diversity and inclusion. We want to attract and retain the very best staff in all areas of the trust, ensuring our staff body reflects the diversity of our students and local community

INTRODUCTION

At the heart of a successful school is the provision of high quality teaching and learning, the effective use of resources, improving standards of achievement for all pupils and the promotion of pupils' personal development and well-being. All colleagues play a key part in this provision by a commitment to the school's ethos, by working effectively in administrative teams for the benefit of our students. In this way, s/he assists the school in reaching its targets and objectives.

JOB DESCRIPTION:

CORE PURPOSE

- To provide an exceptional, professional and welcoming front of house reception service to all members of staff, guests and visitors to the school.
- To support and enhance the administrative capacity of the school.
- To bring life to the school motto of 'Inspiring Learning'.

KEY RESPONSIBILITIES

- To market and promote a positive image of the school in all dealings with parents, students and other external contacts.
- To manage all queries received in a timely and professional manner including:
 - telephone queries,
 - contacting parents on confidential and routine matters,
 - distributing relevant information to staff, students and parents,
 - respond to students request for information and advice referring to relevant staff as necessary.
- To ensure the safety and security of the school at all times, making sure the front door is locked and entry to the premises controlled; visitors and guests sign in and take a visitor badge as required for the safeguarding of all students and staff.
- Receive, sort and distribute all packages, deliveries and mail.
- To ensure the reception area is kept tidy, clear and welcoming.
- To assist school communications via Arbour.
- To maintain and update school information, records and information systems on behaviour, attendance, medical, welfare and other related issues, both computerised and manual, with due regard for data protection and confidentiality.
- To maintain and update accurate student data on Arbour, ensuring it is current.
- To support the Teaching staff with administrative tasks as directed.

- To provide support for the organisation of Information Evenings, Progress Evenings, Team building events, conferences and other extra-curricular/enrichment activities.
- To support the Educational Visits process, completing paperwork and documentation required, obtaining quotes for transport, entry and accommodation.
- To assist with the organisation of external meetings and the provision of hospitality for meetings and events.
- To work collaboratively with peers to communicate, share best practice with and debate in the best interests of both staff and students.

Support for School:

- To be committed to, and promote, the school's vision, aims, objectives and values.
- To promote positive behaviour and respond appropriately to situations that challenge equality of opportunity.
- To attend weekly team meetings as required.
- Undertake IT or other training as necessary to operate school systems effectively and ensure school procedures are adhered to.
- To work co-operatively and support the Academy's Professional Review system.
- To be responsible for promoting and safeguarding the welfare of all students.

REASONS TO WORK AT PINNER HIGH SCHOOL

- A friendly, respectful and collaborative environment.
- The opportunity to work with a number of skilled professionals.
- The opportunity to contribute to extra-curricular activities as part of the 'Heads Challenge' scheme; our own Duke of Edinburgh style award.
- The opportunity to work with independent, resilient pupils who take pride in their community and themselves.
- Excellent CPD opportunities and access to training, including schools within the Trust across the Borough.
- A collaborative approach to building a new school community
- Opportunities to access and experience senior leadership positions

BENEFITS

- Continuous professional development;
- Employee Assistance Programme;
- Contributory pension scheme;

- Paid lunch break duty with free lunch whilst on duty;
- Free tea and coffee;
- Onsite parking
- Gym access;
- Brand new facilities;
- Free eye care voucher;
- Salary sacrifice scheme for Cycle to work
- Three weeks Christmas break in December

SAFEGUARDING & DATA PROTECTION

All staff employed by the Trust are required to be fully aware of and understand the duties and responsibilities arising from the Children’s Act and associated Government guidance in relation to child protection and safeguarding young people.

All staff employed by the Trust are required to reflect and model the ethos and values of the Trust. All staff employed by the Trust are required to respect the confidentiality of information relating to students, their families, and staff.

Pinner High School and Harrow Academies Trust are committed to safeguarding and promoting the welfare of students. Successful applicants will be required to undergo an enhanced Disclosure and Barring Service (DBS) check.

Offers of employment

Pinner High School reserves the right to assess candidates online social media presence.

Offers will be subject to receipt of two references (one of which should be the most recent employer).

For more information about our safeguarding policies, please visit our school website:

<http://www.pinnerhighschool.org/page/?title=Safeguarding&pid=44>

APPLICATION PROCESS

The job description is current at the date shown, but in consultation with you, may be changed by the Headteacher to meet changing regulations or circumstances. These would be commensurate with the grade and title of the post.

All postholders are expected to be aware of and comply with policies and procedures relating to health and safety and security, confidentiality and data protection, reporting all concerns to the Headteacher and/or Line Manager as appropriate; ensure compliance with your responsibilities as laid out in the Pinner High School Equal Opportunity Policy and take an active role in promoting equality and diversity; promote the school's policy on behaviour and punctuality for learning, and a commitment to providing a caring and stimulating environment and improving standards for all pupils within the school.

The postholder may be asked by the Board of Trustees, Local Governing Body or Headteacher to undertake other duties that are reasonably regarded as falling within the duties and responsibilities of the post.

If Pinner High School sounds like it is right for you:

Please visit www.mynewterm.com and search for the corresponding link or follow the direct link on our school website www.pinnerhighschool.org

If you have any questions or queries, please contact careers@pinnerhighschool.org or call 020 3096 0769. *The school reserves the right to appoint at any stage of the recruitment process; early applications are encouraged.*

PERSON SPECIFICATION

Education, Qualifications and Training	Essential	Desirable	How Identified
Maths & English Grade C or above GCSE or secretarial qualifications	Yes		Application
Degree or professional qualification		Yes	Application
Experience	Essential	Desirable	How Identified
Experience of working in a clerical role	Yes		Application Reference Interview
Previous experience of working to support students in an education environment		Yes	Application Reference Interview
Experience of working with data systems and online materials and a knowledge and understanding of data security		Yes	Application Reference Interview

Experience of working with a range of stakeholders in a service environment		Yes	Application Reference Interview
Knowledge, Skills and Abilities	Essential	Desirable	How Identified
Good IT proficiency	Yes		Application Interview
Ability to engage constructively with, and relate to, a wide range of young people from different backgrounds	Yes		Reference Interview
Great communication & interpersonal skills	Yes		Interview Reference
Ability to quickly establish positive working relationships with students, staff, parents and a wide range of people from within and outside the school	Yes		Application Reference Interview
Ability to handle difficult situations with sensitivity, confidentiality and discretion at all times, combined with a calm personality, a practical approach and sound judgement	Yes		Reference Interview
Ability to be a good role model to young people – demonstrate and promote positive values, attitudes and behaviour	Yes		Reference Interview
Ability to maintain a non-confrontational approach	Yes		Reference Interview
Other Requirements	Essential	Desirable	How Identified
Enthusiasm, energy and commitment	Yes		Reference Interview
High expectations of all young people, respect for their social, cultural, religious & ethnic background, and a commitment to raising the achievement & self-esteem of all young people	Yes		Application Interview
A commitment to safeguarding & promoting the welfare of children and young people	Yes		Application Reference Interview
A willingness to undertake additional training, keep up-to-date with developments and changes in good practice	Yes		Interview
Awareness and adherence to relevant health & safety regulations and a commitment to equality of opportunity	Yes		Application Interview