









CHARLTON SCHOOL

Building Knowledge • Developing Character • Inspiring Futures

School Receptionist





School Receptionist

37 hours per week

Term time only

NJC Scale 2 (point 3 – 4)

Closing Date: 9am on 16th November 2026

Interviews: w/c 16th November 2026

Job Start: as soon as possible

Principal: Mrs Barton
Apley Avenue, Wellington, Telford, TF1 3FA
Telephone 01952 951409
www.charlton.uk.com

About Charlton School

Charlton School in Wellington, Telford, is a well-established comprehensive secondary academy with a long tradition of serving its local community.

At Charlton we take pride in students' progress, with learning at the heart of all we do. We know the importance of inspiring students to develop a thirst for learning, so our curriculum is broad, rich and matched to individuals' needs.

Our emphasis on purposeful, relevant learning means that our students benefit from a range of visits, specialist teaching and extensive extra-curricular experiences. We aim for all our students to enjoy school, excel in their studies and attain outstanding outcomes.

Our vision is to nurture happy, healthy young people who have the knowledge, academic achievement and strength of character to lead safe and successful lives in modern Britain, preparing them for their next steps in education or employment with a thirst for lifelong learning.

At Charlton our ethos is built upon our three core values; we expect all members of the Charlton community to always exhibit these values:







Respect Responsibility Resilience

As part of the Learning Community Trust since December 2018, we are dedicated to providing a broad and enriching education, underpinned by strong pastoral care that supports the holistic development of each student. Our curriculum includes core and Ebacc subjects alongside valuable qualifications in technology, media studies, and ICT. Underpinning our commitment to student success is a parallel dedication to the professional growth of our staff. Charlton School fosters a culture of continuous improvement through a comprehensive Instructional Coaching programme, providing tailored support and development opportunities for all colleagues. This investment in our staff ensures the highest quality of teaching and learning across the academy. Furthermore, our centralised pastoral systems are designed to create a calm and purposeful learning environment where students feel safe, supported, and ready to thrive.

Staff Wellbeing Offer

At Charlton School, we believe that supporting our people goes beyond the workplace. That's why we are proud to offer a comprehensive Employee Assistance Programme, designed to provide confidential guidance, practical resources, and wellbeing support whenever it's needed. Whether it's professional advice, personal challenges, or simply a listening ear, our EAP ensures that every member of our team has access to the tools and care that help them thrive both at work and in life. Our complimentary staff offers include:

- **Counselling**: Confidential sessions with qualified counsellors
- **Nurse Support**: Speak with registered nurses about health concerns
- **24/7 GP Access**: Consult with a GP anytime and arrange prescriptions to your local pharmacy
- **Physiotherapy**: Telephone consultations and referrals to local clinics for physical discomfort or injury.
- **Mindfulness & Mental Wellbeing**: Guided relaxation, live sessions,
- **Lifestyle Support**: Including fitness plans, nutritional advice, weight management, and food sensitivity testing.

Information

For a busy and vibrant school such as Charlton School, the receptionist is far more than the person behind the front desk. As the first point of contact for students, parents, staff, visitors and external agencies, our receptionist plays a vital role in creating a positive first impression and ensuring the smooth day-to-day operation of the school.

We are seeking a professional, organised and approachable individual to join our administration team. This is an exciting opportunity for someone who thrives in a fast paced environment, enjoys working with people and takes pride in delivering outstanding customer service. The successful candidate will be an excellent communicator with strong administrative skills, a keen eye for detail and a commitment to supporting the high standards and values of our school.

At Charlton School, we are proud of our inclusive culture, strong community relationships and unwavering focus on ensuring every child can achieve success. As part of our administrative team, you will work alongside dedicated colleagues who are committed to providing exceptional support for students, families and staff.

If you are a friendly, flexible and highly motivated individual who enjoys making a difference every day, we would be delighted to hear from you. This role offers the opportunity to become a valued member of a supportive team where your contribution will have a direct impact on the experience of everyone who enters our school.

Working at Charlton School

As part of the Learning Community Trust, Charlton School is committed to providing an exceptional education and creating a culture where students and staff can thrive. We invest in the professional development of our colleagues and are proud of the strong relationships, teamwork and sense of community that underpin our success. If you share our values and passion for supporting young people, we encourage you to apply.







Job Description

Title: School Receptionist

Contract: 37 hours per week, term time only

Contract Term: Permanent

Salary: NJC Scale 2 (point 3 – 4)







Purpose of the Role

The School Receptionist is the first point of contact for students, parents, visitors, staff and external agencies. The postholder will provide a professional, efficient and welcoming reception service that reflects the values and ethos of the school.

The School Receptionist will be responsible for managing the reception area, handling enquiries, supporting communication with stakeholders and undertaking a range of administrative duties to support the effective operation of the school. The role requires excellent organisational, interpersonal and customer service skills, together with the ability to manage competing demands in a busy school environment.

The postholder is expected to contribute positively to the smooth running of the school and to uphold the highest standards of professionalism, confidentiality and safeguarding.

Key Responsibilities

Reception and Visitor Management

- Act as the first point of contact for all visitors, parents, students and external agencies.
- Provide a professional, welcoming and helpful reception service at all times.
- Manage the reception area, ensuring it remains organised, presentable and secure.
- Operate visitor management systems in accordance with safeguarding procedures.
- Ensure all visitors sign in, wear appropriate identification and comply with school safeguarding requirements.
- Respond appropriately to enquiries, directing visitors and telephone calls as required.
- Receive and distribute deliveries, post and correspondence.

Communication and Customer Service

- Handle incoming telephone calls in a professional and courteous manner.
- Respond to routine enquiries from parents, students and members of the public.
- Take and relay messages accurately and promptly.
- Support effective communication between school staff, families and external agencies.
- Maintain positive relationships with stakeholders and promote the school's values and reputation.
- Ensure confidentiality is maintained when handling sensitive information.

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Administrative Support

- Provide administrative support to school leaders, teachers and support staff as required.
- Prepare and distribute correspondence, letters and communication materials.
- Maintain accurate electronic and paper-based records.
- Support the administration of school events, meetings and appointments.
- Assist with data entry and record management using school information systems.
- Support filing, scanning, photocopying and document management processes.

Student Support

- Provide assistance to students reporting to reception during the school day.
- Support procedures relating to student lateness, signing in and signing out.
- Administer first aid in accordance with training received and school procedures.
- Contact parents/carers regarding student absence, illness or collection arrangements where required.
- Maintain records relating to student reception visits and welfare matters.
- Support safeguarding and student welfare procedures as directed.

Attendance and Information Management

- Support attendance administration processes where required.
- Assist with maintaining accurate student records.
- Process and distribute information relating to student attendance and absence.
- Ensure records are accurate, secure and compliant with data protection requirements.
- Produce routine reports and information as requested.

Safeguarding and Site Security

- Adhere to all safeguarding policies and procedures.
- Maintain secure visitor management arrangements.
- Challenge and report any concerns relating to site security.
- Report safeguarding concerns promptly in accordance with school procedures.
- Ensure compliance with health and safety procedures within the reception area.

Partnership Working

- Work collaboratively with administrative, teaching and support staff.
- Develop positive working relationships with students, parents, visitors and external agencies.
- Support the wider administrative functions of the school as required.
- Contribute positively to a culture of teamwork and excellent customer service.

Professional Standards

- Maintain high standards of professionalism, presentation and conduct.
- Demonstrate discretion and confidentiality at all times.
- Promote the values and ethos of the school.
- Maintain accurate and professional records.
- Participate in training and professional development opportunities.
- Keep knowledge and skills up to date in relation to systems, procedures and school requirements.

Job Description

Additional Responsibilities

- Undertake duties commensurate with the grade and nature of the post.
- Support school events, parent evenings, open events and other activities where required.
- Assist with emergency procedures and communications as directed.
- Comply with all Trust and school policies and procedures.
- Uphold all safeguarding, health and safety, equality, data protection and confidentiality requirements.
- Promote and uphold the values and ethos of the school and the Trust.

Professional Expectations

In addition to the expectations outlined within the School Code of Conduct, all School Receptionists are expected to:

- Provide an outstanding first impression of the school.
- Deliver excellent customer service to all stakeholders.
- Be approachable, professional and solution-focused.
- Maintain confidentiality and professional integrity.
- Demonstrate resilience and flexibility within a busy working environment.
- Communicate effectively with a wide range of stakeholders.
- Uphold safeguarding responsibilities at all times.
- Model the school's values and expectations through everyday interactions.

Person Specification

Criteria	Qualities
Qualifications and training (E)	• Educated to GCSE C or 4 above in English and Maths • To undertake Administering Medication in School course • First Aid training
Experience (E)	• Carrying out reception duties • Dealing with face-to-face and telephone interactions • Working with children or young people • Working and collaborating within a team
Skills and knowledge (E)	• Good oral and written communications skills • Ability to respond quickly and effectively to issues that arise • Ability to plan, organise and prioritise to meet deadlines • Ability to use own initiative and take action accordingly • Excellent attention to detail • Ability to use IT packages including word processing and spreadsheets • Ability to use relevant office equipment effectively • Ability to build effective working relationships with colleagues • Understanding of data protection and confidentiality • Understanding of safeguarding • Be professional at all times • Commitment to always maintaining confidentiality
Personal qualities (D)	• Commitment to promoting the ethos and values of the school by presenting yourself in a professional, helpful & calm manner at all times • Commitment to acting with integrity, honesty, loyalty and fairness • Commitment to safeguarding and equality • Understands the need for change • Dealing with difficult situations effectively • Has a good sense of humour

ADDITIONAL INFORMATION

School Receptionist

37 hours per week

Term time only

NJC Scale 2 (points 3 to 4)

Term time only will mean that you will only be required to work the 190 days that the students are in school, the 5 Professional Development Days are worked only if required.

(These will be paid)

Therefore, your salary is calculated on a pro rata basis, i.e. your salary is calculated by the following simple formula:

Hourly rate X weekly hours X annual working weeks and this will give you your salary. It is then divided into 12 equal monthly payments.

Annual working weeks are 43.51

The NJC Scale 2 Point 3 to 4 salary range is £25,947 to £26,016.

Pro rata salary is as below:

(£21,652 to £21,701)

If you have any questions regarding this salary and how it is calculated, please contact the school, or ask at your interview.

Sorry but CV's will not be accepted.

The Learning Community Trust is committed to safeguarding and promoting the welfare of children and young people. All post holders working in regulated activity with children, are required to have an enhanced DBS check (including a check on the children's barred list).

References will be required for all shortlisted candidates, prior to interview and these will be checked following the Learning Community Trust recruitment and selection process. In line with the Statutory Guidance Keeping Children Safe in Education an online check will also be undertaken for all shortlisted candidates prior to the interview. Shortlisted candidates will also be required to complete a criminal self-disclosure declaration, posts that involve working in regulated activity are exempt from the Rehabilitation of Offenders Act, please note it is a criminal offence for individuals on the barred list for children to apply for any post working with children. For more information, please refer to The MOJ's guidance on the Rehabilitation of Offenders Act 1974 and the Exceptions Order 1975, for information about which convictions must be declared during job applications and related exceptions and further information about filtering offences can be found in the DBS filtering guide.

We are committed to equality and diversity and follow the Safer Recruitment practices as set out in the Statutory Guidance - Keeping Children Safe in Education. For more information regarding our school's commitment to safeguarding, please see our Child Protection & Safeguarding Policy here.

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