



**FUTURE
ACADEMIES**
LIBERTAS PER CULTUM

Receptionist (part-time) Recruitment Pack



A welcome from our Principal, Georgina Charles

Dear Candidate,

Thank you for your interest in joining Gracewood Academy as our **Receptionist**. This is an exciting opportunity to join the school at a pivotal moment in its development.



Gracewood Academy is at the beginning of a bold improvement journey. As we join Future Academies, we are setting our sights unapologetically high: to become the most improved secondary school in Hertfordshire and the first choice for families in our community. To achieve this ambition, we need an exceptional operational team, and our Office Manager will play a key role in ensuring the school runs efficiently and provides a professional and welcoming experience for students, staff, families and visitors.

Gracewood is a small school with big ambitions: just over 400 students now, with a clear strategy to grow substantially in the coming years. Our size provides a real opportunity for colleagues to know our students, families and staff well, while contributing directly to the development and growth of the school.

To make our vision a reality, we expect the same high standards from ourselves. Gracewood Academy is a place where adults grow every day, where professionalism and warmth sit side by side, and where colleagues take pride in providing an excellent service to our school community. You will join a team that is united, purposeful and ready for transformational change.

This role is ideal for someone who is highly organised, professional and proactive, with the ability to manage a busy school office effectively. You will have excellent communication and interpersonal skills, strong attention to detail and the ability to build positive relationships with students, parents, colleagues and external stakeholders.

The successful candidate will play an important role as the first point of contact for the school, providing a professional, friendly and welcoming reception service to pupils, parents/carers, staff, visitors and external agencies. You will support the day-to-day administration of the school, manage a range of enquiries and competing priorities, and help ensure that communication and administrative processes run smoothly. You will be someone who is organised, approachable and able to remain calm under pressure, with a clear understanding of the importance of excellent customer service within a busy school environment.

Guided by our motto, *libertas per cultum* – ‘freedom through education’ – we believe that a first-class education is the key to unlocking a lifetime of freedom and opportunity. Our mission is to help students discover and develop their talents, interests and skills, empowering them to lead rich and fulfilling lives.

Future Academies is passionate about diversity and inclusivity. We welcome applications from individuals who have the skills and experience to fulfil the requirements of the job description and whose values align with the ethos of our academy. We encourage applications from candidates of all backgrounds, regardless of any protected characteristic.

If you would like to discuss the role in more detail or organise a pre-application visit, please do not hesitate to contact the HR department via email at HREnquiries@futureacademies.org. We strongly encourage prospective candidates to visit the school and meet with the Principal to gain a real sense of the school’s culture, community and ambitions.

Yours faithfully,

Georgina Charles

JOB DESCRIPTION

JOB TITLE:	Receptionist (part-time)
LINE MANAGER:	PA to the Principal
Working Pattern:	3 days a week – Wednesday, Thursday and Friday – 8am – 4pm Term time plus INSET
SALARY:	Scale 3 Points 5-6 (£27,508 - £27,926 FTE) Actual salary £14,143 - £14,358 <i>Starting point will be subject to previous experience and determined on appointment.</i>
PLACE OF WORK:	Gracewood Academy, Church Road, Potters Bar, EN6 1EZ Please note that you will be required to attend other Trust locations on occasion.
RIGHT TO WORK:	This appointment is subject to verification of the right to work in the UK. Where the successful candidate has worked or been resident overseas in the last five years, such checks and confirmations will be required in accordance with the statutory guidance.
STAFF BENEFITS:	Future Academies recognises its employees as the most important asset and critical to its success. To demonstrate this all staff are offered the following benefits: • A supportive ethos and concern for the well-being of all colleagues. • Excellent CPD opportunities and career progression. • Employer Contributions to Local Government or Teachers Pension Scheme. • Mintago – employee benefits platform. • Employee Assistance Programme. • Access to a Virtual GP • Eye Care Voucher scheme. • Partnership with YellowNest -Salary sacrifice childcare. For further information regarding our staff benefits, please visit our website.
PROBATION PERIOD:	The post holder will be required to complete a 6 - month probation period.

MAIN RESPONSIBILITIES AND TASKS

The Receptionist will act as the 'face' of the school and will be the first point of contact for pupils, parents, staff, visitors, and callers. The postholder will provide a professional and welcoming reception service, manage telephone and email enquiries, undertake a range of administrative and reprographics duties, and support the school's visitor and safeguarding procedures.

The postholder will also be required to undertake appropriate first aid training and support pupils, staff and visitors requiring minor first aid. This may include supporting the administration of medication in accordance with the school's policies and procedures and following appropriate training.

Duties and responsibilities:

- To be the first point of contact to welcome all visitors and callers to the school. Ensuring that the receptionist presents the school's image in a professional, friendly, and efficient manner.
- Assist students who have general queries e.g. timetables, balance of their canteen account etc.
- Manage the School switchboard in a calm and efficient manner, taking and passing on messages and dealing with queries as appropriate.
- Manage the Admin inbox, either dealing with and responding to queries or directing them to the appropriate person
- Deal with all incoming and outgoing mail, including distributing to staff, preparation for collection and being responsible for the franking machine.
- To receive deliveries and ensure that they are forwarded to the correct department.
- Be responsible for greeting all visitors to the school and ensure that each is signed in, issued with the correct visitor's badge, and given a copy of our safeguarding leaflet.
- Work with HR and other relevant colleagues to maintain accurate visitor and contractor records and support the completion and recording of appropriate safeguarding checks.
- Signing students in and out and liaising with the Attendance Officer
- Provide first aid assistance to pupils, staff and visitors as required, maintaining appropriate records of treatment and accidents in accordance with school procedures.
- Support the administration and recording of medication to pupils in accordance with individual healthcare plans and school procedures, following appropriate training.
- Monitor and maintain first aid supplies, first aid kits for educational visits, pupil medication and associated records, escalating any concerns as appropriate.
- To support the Pastoral department in the organisation of lost property
- Contact parents where necessary and requested to do so by SLT.
- Provide reprographics support, including photocopying, printing, and preparation of materials for school activities, as required.
- Carry out various clerical, administrative and data entry tasks as required.
- Take responsibility for the reception area and foyer being kept in a neat and tidy state.
- To support other members of the Administration team
- Undertake ad-hoc projects as required.
- Assist, as required, with immunisation vaccination days – this may require additional hours, and the candidate will be expected to be flexible.

General

- Act as a trusted professional across the Trust, maintaining confidentiality, professionalism, and high standards at all times.
- Adhere to all safeguarding, child protection, equality, and data protection policies.
- Undertake any other duties commensurate with the grade of the post as reasonably requested by the Line Manager.

No job description can be entirely comprehensive, and roles develop organically over time. The post holder will be expected to undertake similar duties, commensurate with the level of the post and at the discretion of the Line Manager, as the Line Manager shall from time-to-time reasonably require

SAFEGUARDING:

As an educational trust, Future Academies is committed to the safeguarding and promotion of the welfare of all children and young people. Therefore, the trust expects all members of staff and volunteers to share in this commitment. To this end, both an 'Enhanced Disclosure and Barring Service' check and a 'Barred List' check are required for this role.

To undertake similar duties, commensurate with the level of the post and at the discretion of the Line Manager, as the Line Manager shall from time-to-time reasonably require.

PERSON SPECIFICATION

The successful candidate will meet the following person specification. Please note that the listed criteria will form the basis of the selection process. Applicants should address all elements of the Person Specification, demonstrating experience and where appropriate citing supporting examples within their application.

Criteria	Essential	Desirable
Training, Qualifications and Experience: On their application form, candidates will demonstrate that they have the following training, qualifications, and school experience:		
	• Maths and English GCSE at grade C or above (or equivalent) • Excellent communication and presentation skills • Excellent IT skills, including Microsoft packages • Ability to deal calmly, professionally and effectively with a diverse group of people at all levels both within and outside the Trust • Tact, diplomacy, discretion and confidentiality at all times • Ability to work to and achieve tight and /or changing deadlines • Excellent organisational skills, ability to prioritise work for self and others • Excellent team skills and the ability to network effectively	• Qualified to degree level or equivalent • Experience using schools systems such as Bromcom • Experience of working in Schools/ Academies
Personal and Professional Qualities and Attributes: In their statement of suitability and during the selection process, candidates will demonstrate the ability to:		
	• The ability to remain discrete when privy to confidential information • Commitment to safeguarding and promoting the welfare of children and young people • Willingness to undergo appropriate checks, including enhanced DBS checks • Willingness to undertake further training • Have a willingness to demonstrate commitment to the Future Academies values and behaviours • Committed to Equality, Diversity & Inclusion	

WHAT CAN WE OFFER YOU?

1

Colleagues who care about the children they serve and each other.

2

A curriculum that is centrally resourced and locally owned.

3

An evidence-based hybrid CPD offer, striking balance between central input and local tailoring to context.

4

Bespoke leadership development opportunities with the chance to be involved in a year-long programme including executive coaching.

5

A thoughtfully crafted staff benefits offer through our partner, Mintago, including tax-free childcare, cycle to work vouchers, virtual GP access and much more.

6

A two-week October half term with no reduction in holidays elsewhere.

7

Integrated instructional coaching through StepLab, enabling feedback, which is timely, developmental and low-stakes.

8

Access to a generous enrichment fund, outside of the school funding envelope, through a bidding process to our charity sponsor, Future.

9

We lean into the size of our MAT. With 11 schools, we are small enough for you to know everybody, and big enough for you to lean on them for support.

1

We treasure staff voice and use SchoolSurveys to get benchmarked data on how our staff feel and what they think. 83% of staff feel their line manager make them do their job better, against a contextual benchmark of 69%.

APPLICATION PROCESS

1. Applying for the role

- To apply for the post, please visit our website - [Vacancies - FaceEd \(face-ed.co.uk\)](https://face-ed.co.uk)
- Applicants should complete the online application form via Sam Recruit. Applicants should also complete the 'Personal Statement' section of the online form to the best of their ability and use this section to demonstrate how they meet the requirements set out in the person specification. Please ensure specific examples are included.
- Applications must be received no later than **9am Wednesday 7th October 2026**. Applications after this date will not be considered.

2. Interview Process

- The interview process will take place as soon as possible after shortlisted has been completed. The interview will include a formal interview and may include practical tasks related to the knowledge and skills required for the role.

3. Notification & Feedback

- Candidates that have taken part in interviews will be notified as soon as possible – please ensure that you have provided day and evening numbers on which you can be reached.
- Unsuccessful candidates will be given the opportunity to receive professional feedback.

4. Taking up the post

- The successful candidate will take up the post as soon as possible.

5. Additional information

- For further information please email HREnquiries@futureacademies.org and a member of the HR team will contact you.

6. Safer Recruitment Statement

Future Academies is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We are committed to safer recruitment, and all appointments are subject to satisfactory pre-employment checks, including an Enhanced DBS check with Children's Barred List information, online searches in accordance with Keeping Children Safe in Education (KCSIE), and any other statutory checks relevant to the role.

This post is exempt from the Rehabilitation of Offenders Act 1974. Shortlisted candidates will be required to complete a self-declaration of relevant criminal record information and any other information that may make them unsuitable to work with children. Candidates are not required to disclose cautions or convictions that are protected under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, as amended.

It is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children. Please refer to the Trusts Policy on the Recruitment of Ex-Offenders for further information.