

School Receptionist

Candidate Pack

Salary: NJC 9-10 (£27,254 – £27,694)

Contract Type: Permanent

Contract Term: Full time

Location: Knowsley Park Lane,
Prescot, Merseyside, L34 3NB



About Us



WHY WE EXIST: A SHARED PURPOSE

To empower our children to overcome barriers, be able to compete with the best, and shape the future.



HOW WE BEHAVE: THE HEATH FAMILY VALUES

With kindness:
we look out for each other.

With integrity:
we do the right thing.

With tenacity:
we do what it takes.



WHAT WE DO

We lead schools in the North West to maximise attainment and nurture confident, resilient and compassionate individuals.



HOW WE WILL SUCCEED

Through clarity, collaboration, accountability, and academic rigour.



About Us

The Prescott School –

The Prescott School is a vibrant, inclusive secondary school at the heart of the Knowsley community. We are proud of our rich history and excited about our future, as we continue to grow into a school where high expectations, strong values, and a culture of kindness, integrity and Tenacity shape every aspect of school life.

Over the past year, The Prescott School has seen significant improvements across key areas:

- **Behaviour and Culture** – Clear routines and consistent expectations have transformed the atmosphere of the school. Classrooms are calm, purposeful spaces where learning comes first. Our “Legendary Learner” culture celebrates positive behaviour and ensures students understand that every choice matters. Suspensions have reduced significantly, while positive behaviour points have risen by over 70%.
- **Attendance** – Through relentless focus, parental engagement, and creative interventions, we have seen one of the largest year-on-year improvements in attendance across the local authority. Persistent absence has dropped by over 17%, with more students than ever achieving 95%+ attendance.
- **Teaching and Learning** – We have invested heavily in staff development, embedding instructional coaching and high-quality CPD. Every Friday morning begins with professional learning, ensuring that our teachers are well supported and continuously improving. Our “LEARN” structure underpins consistent, high-quality classroom practice.
- **Curriculum and Outcomes** – Ambitious curriculum design and improved teaching standards are driving better academic results. Our predicted Attainment 8 scores are rising year on year, with greater numbers of students set to achieve strong passes in English and Maths.
- **Leadership and Support** – A restructured leadership team has strengthened capacity, with new roles created to drive. We are committed to supporting staff at every level, with clear career development pathways and opportunities to lead change.
- **Community and Ethos** – Relationships with families and the wider community are stronger than ever. Parental engagement events are well attended, and local feedback highlights the visible improvements in student behaviour and pride in the school. Our values of kindness, integrity and Tenacity run through everything we do.

Why Join Us?

This is an exciting time to become part of The Prescott School. We are a school in transformation – one where your contribution will make a real difference. We value collaboration, innovation, and commitment, and we are building a team of staff who want to be part of something special.

At The Prescott School, you will find:

- A supportive and ambitious leadership team.
- A strong culture of professional development.
- Students who are increasingly aspirational and proud of their school.
- A chance to shape the future of a school on its journey to excellence.

We Offer:

- ✓ An opportunity to work in a values driven organisation and be part of a welcoming and dedicated team
- ✓ Support and training so that you can flourish in your role
- ✓ Recognition of the importance of a work life balance. Your emotional wellbeing is important to us and we strive to balance work and life and nurture the best possible environment for high performance and job satisfaction
- ✓ Work laptop
- ✓ Car lease scheme
- ✓ Cycle to work scheme
- ✓ Employer Pension Contribution – Local Government Pension Scheme (LGPS)
- ✓ Employee Assistance Programme (EAP)



School Receptionist

Salary

NJC 9-10 (£27,254 – £27,694)

Contract Type

Permanent

Hours

Full time—36 hours

Closing Date

Monday 26th May 2026

About us

The Prescot School is situated in a state of the art, 21st century building, situated on the outskirts of Prescot, approximately ten miles from Liverpool City Centre. We are an 11-16 school which opened in September 2016 as a converter Academy linked to the outstanding 'The Heath Family Trust'.

Our ethos of high aspiration, support and challenge permeates every aspect of our work. Students are challenged and supported by a team of dedicated and professional teachers who strive to achieve the absolute best for the students they teach, with high expectations of all individuals at all times.

Our positive and caring atmosphere, backed by excellent resources, makes this a wonderful place to build your career in a supportive learning environment.

What are we looking for

We are seeking a friendly, organised, and professional School Receptionist to join the team at Prescot School. The ideal candidate will be the first point of contact for visitors, staff, and students, providing a warm and welcoming front-of-house service.

You will have excellent communication and interpersonal skills, strong administrative abilities, and the capacity to manage a busy reception environment. Attention to detail, confidentiality, and the ability to prioritise tasks effectively are essential.

Experience working in a school or similar setting is desirable, along with a good understanding of safeguarding and the importance of maintaining a safe and supportive environment for all.

Working Time: 36 hours per week, 8:30am to 16:15pm (16:00 on Fridays)

This role is full-time and includes working throughout the school holidays, during which time you will support the wider administrative function of the school and undertake additional admin duties as required.

About The Heath Family Trust

Join The Heath Family Trust and be part of our commitment to giving our pupils the best start in life, a mission deeply rooted in our core values. Here, you'll find a supportive environment where we collectively hold ourselves and each other to the highest standards. We value:

- Clarity: ensuring clear communication and purpose in all we do.
- Collaboration: fostering teamwork and shared success across all levels.
- Accountability: championing a culture where we all take ownership and responsibility.

Across our trust, our dedication to academic rigour underpins every aspect of our work. We offer a strong CPD programme for teachers at every stage of their career, empowering staff to flourish in their practice and grow as future leaders.

Job Description

Job Responsibilities

- Undertake reception duties, answering general telephone and face to face enquiries and signing visitors in and out.
- Undertake typing, word processing and other ICT based tasks including the production of letters, reports, schedules etc.
- Provide general admin support e.g., answering incoming calls, photocopying, filing, emailing, completing routine forms, and responding to routine correspondence.
- Maintain manual and computerised records and/or management information systems.
- Maintain and collate pupil reports including PLASC information and that routinely required by the local authority and DfES.
- Take notes at meetings and circulate to attendees e.g., staff meetings.
- Ensure visitors to the school are screened appropriately to ensure safeguarding standards meet the required standard.
- Maintenance of the visitor section of the single central register.
- Provide routine clerical support in relation to general school administrative tasks.
- Assist with the provision of vouchers to parents provided via any voucher scheme that is current.
- Make arrangements for school trips, visits by the school nurse, photographer, linked schools, parents etc.
- To assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/carers and/or staff etc.
- Operate office equipment e.g., photocopier, telephone system and ICT packages (word, excel etc.) in accordance with manufacturer's instructions.
- Operate uniform, stationary or other 'shops' within school.
- Provide general advice and guidance to staff, pupils and others.

General Duties

- Be aware of and comply with school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference to help ensure everyone has equal access to the services of the school and feels valued, respecting their social, cultural, linguistic, religious and ethnic background.
- Contribute to the school ethos, aims and development/improvement plan.
- Work as part of a team, appreciating and supporting the role of other people in the team.
- Attend and participate in meetings as required.
- Undertake personal development through training and other learning activities including performance management as required.

To undertake any other reasonable duties commensurate with the post (within the post holders competence and experience)

Person Specification

	Essential	Desirable
Qualifications & training	<p>Good standard of general education inc. English and Maths</p> <p>Good communication skills, both verbal and written</p>	First Aid qualification
Experience	<p>Experience of working successfully and co-operating as a member of the team</p> <p>Experience of undertaking a range of administrative tasks including the production of letters, reports, schedules etc.</p> <p>Office experience, provide routine clerical support, eg. Reprographics, filing, emailing, faxing and completing routine forms.</p>	
Professional Values	<p>Wish to work within a school and be sympathetic to the school's ethos and aims and meet the expectations of the school's governing body</p> <p>Establish and maintain good professional relationships with pupils, parents and colleagues.</p>	
Knowledge and Understanding	<p>Understand the statutory requirements of legislation concerning Safeguarding, including Child Protection, Equal Opportunities, Health & Safety and inclusion</p> <p>Maintain manual and computerised records and/or management Information Systems (SIMS.NET)</p>	
Skills	<p>Have confident IT skills including Word, Excel, Email and database programs</p> <p>Undertake reception duties, answering routine telephone and face to face enquiries and signing visitors in and out.</p> <p>To be able to deal with regular interruptions</p> <p>Establish and develop appropriate relationships with parents and governors</p> <p>Communicate effectively (both verbally and in writing) at all levels, eg. Pupils, staff, parents, visitors</p> <p>Promote a positive working environment</p> <p>Be able to work under pressure</p> <p>Produce accurate work</p> <p>Ability to work with minimal supervision and to act on own initiative</p>	<p>Be able to prioritise workloads</p> <p>Problem solving</p>
Personal characteristics	<p>Punctual</p> <p>Approachable and empathetic</p> <p>Organised and resourceful</p> <p>Of smart appearance</p>	Creative and enthusiastic
Special requirements	Will be required to undergo an Enhanced Criminal Records Bureau disclosure check	

How to Apply

Applicants must have relevant qualifications and experience related to this role, please ensure that you meet the person specification before applying.

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Appointment is subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service and references. The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

We ask that you do not send CVs. Please email your completed application and equalities monitoring forms to HR@theheathfamily.org.uk.

Application closing date: Monday 26th May 2026

Shortlisting Date: Tuesday 27th May 2026

Interview Date: Friday 5th June 2026

About the Trust



Our work at The Heath Family Trust is rooted in our mission, our values and in a commitment to giving our pupils the best start in life. We collectively hold ourselves and each other to the highest standards. You will thrive in an environment that values **clarity** in communication and purpose, fosters **collaboration** across all levels, and champions a culture of **accountability**.

Academic rigour is our priority. We achieve this by ensuring our work is thorough and of the highest intellectual integrity.

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- ✓ Car lease scheme
- ✓ Cycle to work
- ✓ Appropriate pension scheme
- ✓ Employee Assistance Programme (EAP)

