



Receptionist Applicant Information Pack

January 2026

Headteacher's welcome

Welcome to Q3 Academy Great Barr

Thank you for considering Q3 Academy Great Barr as the next step in your professional journey. We are proud to be a vibrant, inclusive community where every member is valued, and every student is empowered to thrive.

At the heart of our Academy lies a clear and compelling mission: to be the most inclusive, best-performing school in our local area. This ambition is not just a statement—it is a daily commitment that shapes our culture, our curriculum, and our relationships.

We live this mission through our core values of CARE:



Community – *We are stronger together. We foster a sense of belonging where every voice is heard and every individual is respected*



Ambition – *We set high expectations for ourselves and our students, striving for excellence in all that we do*



Respect – *We treat one another with dignity and kindness, creating a culture of mutual trust and understanding*



Excellence – *We pursue the highest standards in teaching, learning, and leadership, always seeking to improve and innovate*

These values are not just words—they are the principles that guide our decisions, shape our relationships, and define our school culture.

If you are passionate about education, committed to inclusion, and eager to make a meaningful impact, we warmly invite you to join us. At Q3 Academy Great Barr, your talents will be valued, your growth will be supported, and your work will help shape the future.

Mr Chris Bury
Headteacher



About our Academy



As a mixed comprehensive academy with a dynamic Sixth Form, Q3 Academy Great Barr serves a vibrant and culturally diverse community of nearly 1,200 wonderful students.

Our gorgeous new buildings are surrounded by open, picturesque fields and woodlands, and the Academy offers a stimulating setting for teaching and learning. Our facilities are designed to inspire, with state-of-the-art classrooms and resources that support a rigorous, knowledge-rich curriculum. This curriculum is carefully crafted to challenge students, develop critical thinkers, and prepare them for successful futures.

Professional growth is embedded in our culture, and Q3 Academy Great Barr presents unparalleled opportunities for students and staff. If you are an educator passionate about shaping the future generation, you will be joining a community where education is valued, diversity is celebrated, and personal development is prioritised. This is a place where your talents will be valued, and your career can flourish.

We are proud to be part of The Mercian Trust, which provides us with access to wider resources, professional development, and a network of educators focused on pioneering teaching and learning methods, including digital transformation. Join us for an opportunity to be at the forefront of a transformative educational approach that champions collaboration, innovation, and excellence in teaching and learning.



Why work here?

- ✓ Join an incredible team of friendly and supportive staff
- ✓ Work with our amazing students in a positive learning environment supported by a centralised behaviour system
- ✓ Manageable marking
- ✓ Supportive feedback culture with no high-stakes observations
- ✓ Rich culture of professional learning, with a high-quality CPD programme
- ✓ Fully resourced curriculum
- ✓ Three-week Christmas break
- ✓ Visible and supportive SLT
- ✓ Modern laptops for staff and visualisers in every classroom
- ✓ Connect and unwind with regular social activities
- ✓ Access to UK Healthcare benefits, supporting your optical and dental care needs and including a free annual flu vaccination
- ✓ Free car parking on site
- ✓ Enjoy exclusive discounts and benefits through an online platform, including a cycle to work scheme



Staff testimonials



“Q3 Academy Great Barr is a great place to work because students appreciate you as a teacher. Often students will thank you for your lesson and I love working with them as a team. It is not just a workplace but a hub of professionals who are always happy to support and encourage others. I feel part of a family rather than one of many.”

– *Teacher of Science (2024)*

“Lots of places promote the idea of students and staff being at the very heart in all that they do. Well, come see a place that actually does that. Visit us and see the smiles, you won’t want to leave!”

– *Teacher of French (2024)*

“I am grateful for the amazing opportunity to work as a teacher at Q3 Academy Great Barr. What sets us apart is the unwavering support from all staff members, from teachers to administrators. Everyone is approachable and always willing to help, making me feel valued and appreciated. Every day is a joy to come to work.”

– *Teacher of Geography (2024)*

Job Description

Title:	Receptionist
Reports to:	Office Manager/Executive Assistant to Headteacher
Grade:	2, SCP 2-4 (£24,413 - £25,185)
Hours:	All year round, 37 hours per week – 25 days per year annual leave

Key Duties and Responsibilities

- Switchboard operation and supervision.
- Be courteous to colleagues, visitors and telephone callers and provide a welcoming environment.
- Dealing with telephone enquiries to the Academy.
- Greeting and ensuring that all appropriate visitors to the Academy are correctly ID'd (Safeguarding), including Supply Staff, and clearances are submitted accordingly.
- Hospitality to visitors if required.
- General administration duties.
- Be First Aider trained and be part of a First Aid Rota as required.
- General word processing, Excel spreadsheets, use of SIMS/Bromcom and ClassCharts.
- Duplicating and distributing information.
- Dealing with emergencies that are reported to Reception.
- Dealing with alarm activations.
- Monitor and maintain relevant stock levels.
- Booking of rooms and setting up of the Conference Room as and when required.
- Print out InVentry report for fire evacuations.
- Respond to AWOL emails and telephone calls using radio communications.
- Carry out photocopying and reprographics duties as and when required.
- Ensure the Reception area is maintained to a high standard of presentation.
- Daily incoming and outgoing post and emails.
- Franking machine updates, credits, consumables are maintained.
- Ability to work as a team to ensure Reception is fully covered during holiday times when appropriate.
- Demonstrate both enthusiasm and high standards of professionalism to all Academy stakeholders.
- Managing lost property.
- Logging and securing confiscations, such as phones and jewellery.
- Managing orders of lanyards, cases and ID badges for students.

Health and Safety Responsibilities

- All staff have a responsibility to be aware of, comply and act upon the Health and Safety Policies of the School and Trust, and to undertake risk assessments as appropriate;
- The School site is a designated no smoking site (including vapes and e-cigarettes).

Wider Professional Effectiveness

- Participate and actively engage in CPD.
- Demonstrate ongoing improvement in your role as a result of Professional Development.

- Liaise appropriately with colleagues.

Role Model

- Ensure that 'no student is left behind', in their academic and personal development.
- Demonstrate exceptional conduct, professionalism, and time keeping in line with policy.
- Build team commitment and positivity amongst students and staff alike.
- Engage and motivate students and staff to do their best by doing your very best.

Additional Components

- To work in an enthusiastic, cooperative, and polite manner to enhance the School's reputation.
- To work with students in a courteous, positive, caring, and responsive manner.
- Play a full part in the life of the School's community, to support its distinctive mission and ethos, and to encourage staff and students to follow this example.
- Carry out duties in line with all policies and promote a positive, harmonious working environment.

This job description is not an exhaustive list of tasks, and the successful candidate will be expected to perform additional duties that are re-numerate to the grade.

The Mercian Trust is committed to safeguarding and promoting the welfare of children. All post holders are subject to a Satisfactory Disclosure & Barring Service Check. Satisfactory employment references and identification and qualification checks will be required before commencing duties.



Receptionist Person Specification

	Essential	Desirable	Assessed
Qualifications			
English and Maths GCSE (C or above/Grade 4 or above)	✓		A
Relevant qualification in supporting learning		✓	A
First Aid qualification		✓	
Experience			
Evidence of working successfully with young people who have difficult/challenging behaviour		✓	A
Experience of working on Reception or similar environment	✓		
Demonstrate the ability to overcome a difficulty	✓		I
Demonstrate the ability to form outstanding relationships with young people	✓		I
Understand the different needs of students and how they are impacted by the school environments	✓		I
Experience in working in a secondary school or other relevant setting with young people	✓		A
Ensuring that young people understand appropriate boundaries	✓		I
Current educational policies and procedures		✓	R
Knowledge and Skills			
To understand young people who are not able to follow the school rules and expectations	✓		I
Be able to apply the school's policies effectively	✓		I
Understanding of working in a setting to educate young people	✓		A
Understands how to effectively safeguard young people	✓		A/I/R
To be able to deal with parents and other agencies effectively	✓		I
Values and Attributes			

Have high standards and expectations of yourself and others	✓		R
Professi	✓		R
Is a motivator of others	✓		R
Can inspire young people to achieve success	✓		I
Works effectively in a team	✓		R
Has integrity and accountability	✓		R
Has excellent intra/interpersonal skills	✓		I
Does not shy away from a challenge	✓		R
Is able to de-escalate situations with students and stakeholders	✓		I
Excellent Literacy and Numeracy skills	✓		A
Strong communicator	✓		A/I
Is resilient and possesses an excellent sense of humour	✓		I
Will embed the school ethos into all aspects of their role	✓		R

A = Application Form, I = Interview, R = Reference

How to apply

To apply for this role, please submit an application form on our [recruitment portal](#).

Key dates

Deadline for applications	Sunday 25 th January 2026 @11.59pm
Interview date	Friday 30 th January 2026

Visiting the Academy

If you would like to arrange a visit before you apply, please contact Mrs Drummond, Office Manager at c.drummond@gbr.merciantrust.org.uk

