

May 2026

Dear Candidate,

Thank you for your interest in the position of Receptionist/Administrator at Falinge Park High school.

Falinge Park is more than just a place of learning; it is a community built on the belief that every interaction matters. As we look to appoint a new Receptionist/Administrator to our team, we are seeking someone who doesn't just understand our values but can model these on a daily basis. In short we expect all to **Aspire, Thrive and Achieve**.

We are seeking a Receptionist/Administrator to join our well established and successful team here at FPHS. We believe that this role is crucial to the smooth running and functioning of the school. You would be the first person that our visitors encounter and we want a colleague who can embody what FPHS is all about: That is that people are our biggest resource and that mutual respect is part of who we are as a school.

We are looking for a colleague who is:

- An excellent communicator
- Able to provide an excellent front of house service to our visitors
- Able to remain calm under pressure

We are looking for a highly motivated, positive colleague who is keen to learn and develop professionally. Our Administration team is a strong and purposeful team with expertise at all levels. You would be a crucial member of this team and there will be the opportunity to learn and develop in all aspects of the administration of a school.

Why should you come and work with us?

We have high expectations and encourage all members of the community to continuously **aspire** to be the best that they can in everything that they do. This includes having excellent performance development opportunities for those with aspirations for leadership at all levels. For any professional joining us, this is a unique opportunity to apply your skills in a preventative, frontline educational setting, shaping the long-term outcomes of young people before they reach crisis point.

Professional learning is valued here at FPHS and we ensure that professionals can make decisions as well as empowering all to continue learning at all times. In addition to this the well-being of all members of our community is always considered in everything that we do and all decisions made so that all **thrive**.

We are a school that values learning in all areas.

Next steps?

If you are interested in applying, please look at the person specification, our website and familiarise yourself with what we are about. When writing your application, I am interested in understanding why you want to work at our school as well as gathering information about your skills and knowledge that make you suitable for this role.

I look forward to receiving your application.

Yours faithfully



Mrs Paula O'Reilly
Headteacher



JOB DESCRIPTION

Academy:	Falinge Park High School
Section:	Associate Staff
Location:	Falinge Road, Rochdale. OL12 6DY
Job Title:	Receptionist/Administrator
Grade/Range/Salary:	Grade 3 (SCP) 5 - 6 Actual Salary £23,111 - £23,476 per annum
Accountable to:	Headteacher/Assistant Headteacher (Resources)
Accountable for:	As directed by the Headteacher/Deputy Headteacher for Inclusion
Hours of Duty:	36.25 hours per week Term Time Only (195 days)
Special Conditions of Service:	<ul style="list-style-type: none"> • All posts require enhanced DBS clearance prior to appointment. • Requirement to undertake First Aid Training and provide first aid cover as necessary

Watergrove Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

RESPONSIBILITIES

- Perform his/her duties in accordance with Equal Opportunities Policies.
- Ensure that the Trust's commitment to public service orientation and care of our customers is provided.
- Be able to render regular and efficient service to undertake the duties of this post.

PURPOSE & OBJECTIVES OF THE ROLE

Under the direction/instruction of senior staff, provide reception duties, administrative, organisational and financial support to the school.

Personnel

To be responsible for the direction, support and motivation of self and any staff under postholder's control.



Regulations and procedures of the school.

Equipment/Materials

To be responsible for the safe use and maintenance of equipment/materials used by the postholder.

To adhere to the school’s rules and regulations relating to the use of ICT, email and intranet/internet access.

Health/Safety/Welfare

Responsible for the health, safety and welfare of self and colleagues in accordance with Authority/School’s Health and Safety policies and procedures and current legislation.

Safeguarding

Fulfil responsibilities and obligations in relation to safeguarding.

Equality

To work in accordance with Watergrove Trust’s Policy relating to the promotion of Equality and Diversity.

Training and Development

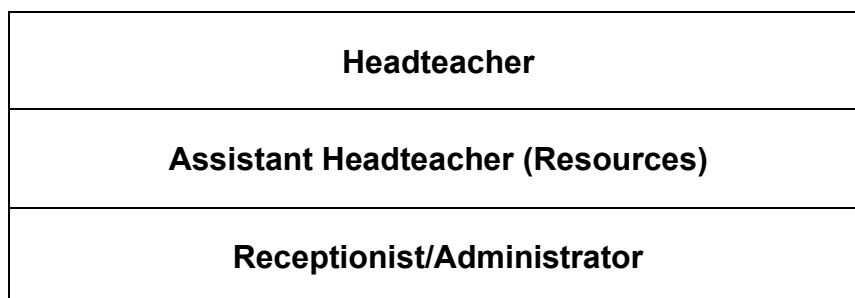
The post holder will have a commitment in identifying and undertaking their own professional and personal development in accordance with Schools performance management framework.

Relationships (Internal and External)

- Internal:
1. School staff
 2. Users of the before and after school provision
 3. Volunteers
 4. Pupils
 5. Governors

- External:
1. Parents/Carers
 2. Staff in other schools and within the Watergrove Trust & LA
 3. Suppliers of equipment and services
 4. External Agencies

Organisational Chart:



Values and Behaviours

Watergrove Trust's Mission is to be ever "**Providing more**" to the communities we serve, to enable life in all its fullness.

Our Trust is enabled by a mutual interdependency within which we will always:

- Coach
- Challenge
- Innovate

Watergrove Trust has high expectations of its pupils and staff and we expect our employees to be aware of, and apply these values and behaviours at all times.

School's mission is to empower all to aspire, thrive and achieve.

Aspire to want something very much, hope to achieve an aim

Thrive to grow, develop, flourish and be your best self

Achieve to success in finishing something or reaching an aim, especially after a lot of work or effort.

RESPONSIBILITIES:

The postholder must:

1. Perform his/her duties in accordance with the Trust's Equality and Diversity Policy.
2. Ensure that the Trust's commitment to public service orientation and care of our customers is provided.
3. Be able to render regular and efficient service to undertake the duties of this post.

PRINCIPAL DUTIES

1. To undertake Reception duties, answer routine telephone and face to face enquiries.
2. To provide a warm welcome to all visitors of the school, ensuring health and safety and safeguarding procedures are followed including signing visitors in/out, issuing badges and escorting visitors as required.
3. To undertake student first aid/welfare duties as and when required, including looking after sick students, liaising with parents/staff in accordance with school procedures.
4. To provide administrative support including general administration duties e.g., photocopying, filing, emailing and completing routine forms.
5. To undertake word processing tasks including the production of letters, reports and curriculum related activities and to utilise other packages e.g., email, databases, spreadsheets and the internet.
6. To sort and distribute internal and external mail appropriately.



SECONDARY DUTIES

1. Uphold the professional standards expected of every member of Trust staff in all dealings with colleagues, students, parents/carers and the wider community and adhere to the principles expressed in the aims of the Trust.
2. To participate in programmes of training when required. Actively contribute to the continued development of the Trust by attending training, participating in relevant meetings when required. To demonstrate a commitment to self-review and professional development.
3. To demonstrate unconditional positive regard to all students in the academy at all times.
4. To undertake training to provide First Aid cover as required.
5. Be aware of and comply with policies and procedures relating to child protection, health & safety and security, confidentiality and data protection, reporting all concerns as appropriate.
6. To support and participate in a team working across the Trust, including working within other areas/ schools as required in the light of operational needs of the Trust and to facilitate the career development of the post holder.
7. The postholder's duties must at all times be carried out in compliance with the Trust's Equal Opportunities Policy and other policies designed to protect employees or service users from harassment.
8. Take reasonable care of the health and safety of self, other persons and resources whilst at work.
9. Cooperate with management of the trust as far as is necessary to enable the responsibilities placed upon the trust under the Health and Safety at Work Act to be performed, e.g., operate safe working practices including both mental and physical wellbeing.
10. It is the duty of the postholder not to act in a prejudicial or discriminatory manner towards anyone. The postholder should counteract such practice or behaviour by challenging or reporting it.
11. Play a full part in the life of the Academy community, supporting our ethos and values encouraging staff and students to follow this example.
12. Actively promote the school and Watergrove Trust corporate policies.
13. Any other activity commensurate with the role as directed by the Headteacher or their designate.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once each year as part of the performance management cycle and may be subject to modification or amendment at any time after consultation with the post holder.

To undertake such other duties and responsibilities of an equivalent nature, particularly in response to the changing role of the Trust, as may be determined by the Watergrove Trust from time to time in consultation with the postholder and, if he/she so wishes, with his/her trade union representative.

Job Description prepared by: _____ Date: _____

Please see below for person specification



PERSON SPECIFICATION

Watergrove Trust Person Specification

Academy:	Falinge Park High School	Post:	Receptionist/Administrator
Section:	Associate Staff	Scale:	Grade 3

Note to Applicants:

Essential Criteria (E) are the qualifications, experience, skills or knowledge that you MUST SHOW YOU HAVE to be considered for the job.

There are a range of methods by which this information can be obtained. The ‘*How Identified*’ column illustrates how the Trust will obtain the necessary information about you.

For example: Where **(AF)** is indicated next to an *Essential Criteria* you MUST include details relating to this aspect in your **Application Form**. You must include examples from either paid, or voluntary work. Do not leave gaps in employment.

Watergrove Trust is committed to safeguarding and promoting the welfare of children and young people and expects staff to share this commitment.

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview C Check certificates A Assessment
Qualifications		
A good standard of general education	E	AF/C
To possess or be willing to work towards GCSE English and Mathematics at Grade A*- C, or GCSE Level 4 – 9, or a Level 2 qualification in Literacy and Numeracy or CSE Grade 1 in English and Mathematics	E	AF/C
Knowledge, Ability & Skills		
The importance of safeguarding/child protection when working in a school setting	E	AF, I
Professional and friendly nature with excellent customer service skills	E	AF, I
ICT literate (including digital technology)	E	AF, I



Work effectively within a team environment, understanding roles and responsibilities	E	AF, I
Ability to establish and maintain positive working relationships	E	AF, I
Communicate effectively with all stakeholders	E	AF, I
Excellent organisational, administrative and time management skills	E	AF, I
Use initiative and work independently as required	E	AF, I
Enthusiasm and pride in your work	E	AF, I
Appropriate appearance and presence	E	AF, I
Sense of humour	E	AF, I
Personal Skills & Attitudes		
Motivated and keen to develop own knowledge and practice by participating in professional reviews and continuing personal development activities	E	AF, I
Committed to working within the school's policies and procedures and adhering to safe working practices	E	AF, I
Flexible in approach and able to meet the changing demands of the role	E	AF, I
An understanding and proven commitment to all aspects of equal opportunities	E	AF, I
A caring and positive person	E	AF, I
Good communication skills – written and oral	E	AF, I
Well-organised and pays attention to detail	E	AF, I
Willingness to go the extra mile for our children	E	AF, I
Self-motivated	E	AF, I
Values and Behaviours		
Be committed to the school's core purpose of empowering all the aspire, thrive and achieve. Our Trust is enabled by a mutual interdependence within which we will always: <ul style="list-style-type: none"> • Coach • Challenge • Innovate 	E	AF/I
Special Working Conditions		
Improve own knowledge and practice by participating in professional reviews and display commitment to continual professional development	E	AF/I
The ability to recognise and respond appropriately to situations that challenge equality of opportunity	E	AF/I
Be committed to working within the Academy's policies and procedures and adhering to safe working practices	E	AF/I
Ability to attend meetings out of the Academy's hours.	E	AF/I



Lifting and carrying equipment as required	E	AF/I
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