



St. Mary's Catholic High School and Sixth Form College

Administration Support Officer & Receptionist

This prospective applicant pack provides you with all the relevant information you need to apply for the vacancy being advertised. The pack also provides a lens into our flourishing school community through the content that we have created for you.



Closing Date: 23.59pm, Thursday
3rd September 2026

Interview Date: Thursday 10th
September 2026

"I can do all things through Christ who strengthens me".

✝ faith. ✨ hope. ❤ love.

HEADTEACHER'S WELCOME



Dear Applicant

Thank you for your interest in our school. We have pleasure in enclosing this information pack, which we hope you will find useful in deciding whether to apply for a role in our school. We are very much aware that a decision to apply for a new job is a two-way process; if appointed you would be committing at least the next few years of your professional life to the school and you will want to ensure that you are happy coming to work each day, be professionally challenged and prepared for the next stage of your career. The aim of the pack is to provide you with a flavour of our school community and we of course welcome visits and conversations before the closing date.

We are very much first and foremost a Catholic high school. That means our values and vision are rooted in the teachings, example and life of Jesus Christ. This does not mean we expect every member of staff to be a practising Catholic, but we do expect every member of staff to share our values and be active in promoting the Catholic life of the school through their daily interactions. Our Mission Statement is focused upon helping every person have a sense of self belief so that they feel safe and happy, proud to be associated with St. Mary's so that we are able to share God's love and thrive in our lives. We work hard to ensure our staff feel part of the St. Mary's family and supported in their work. To this end, we have been accepted by joint union support onto the Valued Worker Scheme and are signatories to the DfE Staff Well-Being Charter.

Our school virtues are:  **faith.**  **hope.**  **love.**

We expect every adult in school to embrace these virtues and act as role models for them. In October 2024, the School was judged to have taken effective action to maintain the standards identified by Ofsted in 2019; where we were judged to be "Good". Inspectors identified our strong sense of community with high expectations of our young people, high quality education and pastoral care.

Our school was originally a separate boys and girls' school that merged and has a long history in the local area. We have 1600 pupils and employ 168 staff. The site is large, extending over 33 acres, and has a campus style with blocks housing specific departments with generous playing fields, an astro-turf, sports hall, gym and fitness suite. The school is situated in Astley, a community village serving Manchester and Liverpool and our pupils come from the local area as well as Leigh, Tyldesley, Atherton, Boothstown, Hindley and Lowton. We have eight Catholic partner primary schools but draw pupils from 30 different schools in the locality. We are oversubscribed for applications in Year 7 and have around 200 applications for Sixth Form annually. The catchment area of the school is very diverse in terms of a socio-economic basis and it is truly comprehensive in this sense but less so in other areas, as most pupils are of white British and Irish heritage.

As I indicated earlier, we are more than happy to welcome prospective candidates to visit the school before the application deadline. If you would like to take advantage of this, please contact Tricia Foster, Human Resources Manager who will arrange a mutually convenient time.

Yours faithfully,

Denise Brahms
Headteacher

CHAIR OF GOVERNORS



Dear Applicant,

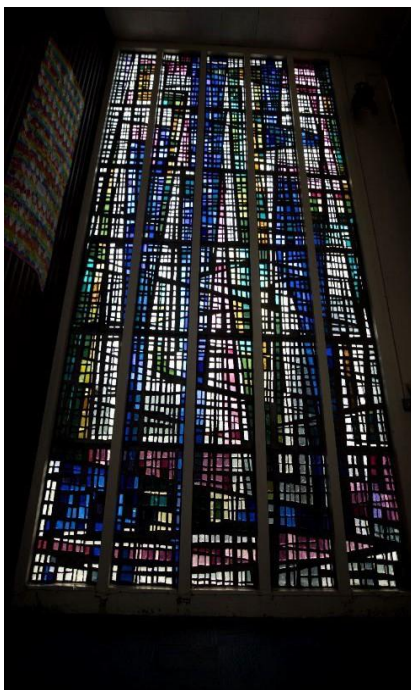
Thank you for your interest in our school. We are very proud of our school community as it goes from strength to strength. We believe strongly that the quality of our provision is entirely dependent on the professionalism, energy, commitment and skill of every single member of staff and each individual has a vital role to play. We understand that working in a school is a really demanding vocation and as a governing body we want to ensure that systems are in place to support and professionally challenge everyone. Our Catholic faith underpins this. This does not mean that you have to be a practising catholic to work in our school, *(with the exception of Headteacher, Deputy Headteacher and Head of Religious Education)*. We welcome applications from people of all faiths and fully recognise that diversity brings about strength. We do ask that candidates support the values of the school and understand that every adult in the community has a key role to play in developing this.

I hope the information pack is of use to you. Please take the opportunity to visit us and ask any questions you have. You will find a warm, welcoming community that is truly supportive of everyone and we very much hope to receive an application from you.

Yours faithfully,

A handwritten signature in blue ink, appearing to be 'NG', written over a white background.

Dr Neil Gredecki
Chair of Governors



OUR OFFER TO STAFF



Staff wellbeing is important at St. Mary's. Working in a school is a tough job. It can be immensely rewarding but also physically and emotionally draining. Therefore, it is vital that as a Catholic community we look after one another at all levels and in all posts so that we form a cohesive and effective workplace. Should you be successful in your application the school offers access to a wide range of facilities to support staff health and well-being including the following:

HEALTH AND WELLBEING

- An induction process that collates all information needed to become part of the community along with support from a designated wellbeing buddy for the first half term to help with any concerns.
- Mental health resources, such as the wellbeing employee service, reflection sessions with mental health professionals and 1-1 in house counselling.
- A Mental Health Lead that is responsible for wellbeing for both staff and students and an opportunity to join the staff wellbeing team that have been involved in both physical and virtual wellbeing weeks.
- Personal mentors for RQTs/ECT's/Trainees.
- SLT open door policy.
- Offer of a reflection session with mental health professionals.
- Regular staff surveys to allow for discussion around key priorities during the school year.
- Wellbeing work with students in Curriculum for Life to enable better behaviour, more focus etc.
- PPA/Frees are allowed to be taken off site providing the guidelines are followed.
- Duties happen once a week on a day you have a free and consist of one break and one bus duty.
- Appraisal process that does not include numerical targets.
- Restructure of after school meetings so that these allow for departmental, whole school and personal development time (teaching staff).
- Discussion and changes of the assessment calendar to help with work-life balance.
- Updated marking policy created at a department level.
- Access to free refreshments (tea & coffee) for all staff.
- Access to an onsite fitness suite with dedicated time for staff use.

This is by no means an exhaustive list and wellbeing is very much a fluid offer that adapts and changes to the needs of staff and students at St. Mary's constantly. We look forward to welcoming you into our Catholic community and hope you have some creative ideas to share that will enhance our offer further.



A photograph of the St. Mary's Sixth Form Centre building, featuring a dark brick facade and large windows. The school's crest, which includes a crown and the motto 'SAPIENTIA', is mounted above the entrance. The name 'ST. MARY'S SIXTH FORM CENTRE' is displayed in large, white, three-dimensional letters on the brick wall.

ST. MARY'S SIXTH FORM CENTRE

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There is a real sense of community at this school. Pupils feel comfortable and happy in school. Pupils benefit from high-quality pastoral care.

The school has ensured that the curriculum is broad and ambitious. Pupils build a secure body of knowledge. Teachers are knowledgeable about their subjects.

Governors carry out their role effectively. They support the school well in driving forward improvement. Staff are proud to work at the school.

OFSTED REPORT 2024

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OFSTED PARENT VIEW SEPTEMBER 2024

93%

Of parents say that their child is happy at our school

95%

Of parents say that their child feels safe at our school

92%

Of parents say that pupils behave well at our school

93%

Of parents say that we have high expectations for their child

95%

Of parents feel that their child does well at our school

94%

Of parents feel that we offer a good range of subjects

93%

Of parents would recommend the school to another parent

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Administration Support Officer & Receptionist



Salary Scale: Support Staff Grade 5 (SCP 8-14) annual incremental pay to the top of the scale

Actual Salary: £23,560pa - £ 25,946pa (based on working 40 weeks per year)

Hours : 37 hours per week (8.00am-4.00pm with a 3.30pm finish one day per week)
Term Time + 2 weeks (additional weeks working outside of term time).

Start Date: As soon as possible

The Governors of this Catholic high school are seeking to appoint an experienced and highly organised administrator to provide professional, effective and comprehensive administrative support for whole-school initiatives.

The successful candidate will play a key role in supporting important areas of school life, including student transition, rewards and behaviour management systems. The role will also involve working on both student services and main reception, undertaking duties such as answering telephone calls, welcoming visitors to school and confidently managing face-to-face enquiries from students, parents and visitors.

Applicants should be able to demonstrate recent experience of working in an office or administrative environment, with the ability to carry out a wide range of administrative tasks efficiently and accurately. Good ICT skills are essential, including experience of using systems such as Word and Excel. Experience of working within a school office environment and knowledge of school management information systems (Bromcom/SIMS) would be an advantage. For candidates with the appropriate skill set, there may also be opportunities to support colleagues with the development of content for the school's social media platforms.

As a representative of the school, the postholder will be welcoming, approachable and professional, with strong communication and interpersonal skills. They will demonstrate good judgement, remain calm and consistent, and have the ability to building positive working relationships with colleagues, students and visitors to the school. This role will suit someone who is flexible, enthusiastic and proactive, with a genuine "can-do" attitude, who is able to manage a variety of tasks, work well under pressure and flourish as part of a busy and supportive administration team.

St Mary's is a warm, welcoming school with a strong sense of team and shared purpose. If you want to work in an environment where staff are valued and supported, we invite you to apply

If you require any additional information, please contact Tricia Foster, Human Resources Manager by e-mail: t.foster@st-maryshigh.wigan.sch.uk

Closing date: 23.59pm, Thursday 3rd September 2026

Date of Interview: Thursday 10th September 2026

Wigan Local Authority and the School Governing Body are committed to safeguarding and promoting the welfare of children. This post is subject to the Enhanced Disclosure procedures.

APPLICATION PROCESS



Full details of this post including the CES Support Staff Application form and associated documents are available to download from the vacancy section of the school's website <https://www.stmaryschs.org.uk>

To apply for the post your completed application must be submitted to include the following documents:

- CES Support Staff Application Form to include a supporting statement (current version of the application form December 2020)
- CES Consent to Obtain References
- CES Monitoring Form

Completed applications should be clearly marked with the post title and returned electronically for the attention of Mrs D Brahms, Headteacher to recruitment@st-maryshigh.wigan.sch.uk

St. Mary's is an equal opportunities employer, committed to safeguarding and promoting the welfare of children. We follow safer recruitment practices and appointments are subject to an enhanced DBS check.

JOB DESCRIPTION



Administration Support Officer & Receptionist

Job Purpose

To work with minimum supervision providing a professional and comprehensive administration support service for whole school initiatives. Key initiatives can include student transition, reward & behaviour management, maintaining accurate management information systems and reporting management information to colleagues

Provide high levels of administration support to colleagues, including the management, planning and preparation of meetings and events in collaboration with parents, external agencies and appropriate internal colleagues.

To provide a professional point of contact and liaison for parents, students, carers, colleagues and a range of external agencies and service providers whilst providing effective support within the administration team.

To carry out reception duties on both our student services and main reception desk, including answering telephone calls, face to face enquiries from students and visitors.

Job Description

1. To ensure the provision of an effective and efficient reception and student services desk, promoting a welcoming environment for all and supporting the school ethos.
2. To provide a professional service for the co-ordination and liaison between school staff and SLT, administering the school 'on call' system ensuring efficiency and accuracy.
3. Welcoming all visitors, making appropriate checks and signing visitors into school using the Inventory system. Ensuring compliance with the schools Safeguarding procedures at all times.
4. Answering telephone calls from both external and internal sources, transferring and announcing calls where appropriate and taking messages for staff who are absent or busy, ensuring they receive messages swiftly.
5. To ensure the accurate population, maintenance and monitoring of IT systems and databases for reporting and collation of statistics and reports in relation to
 - a. Electronic Registration / Attendance
 - b. Behaviour incidents / exclusion procedures
 - c. Timetable and pupil records
 - d. Detentions and other pupil monitoring targets related to pastoral / behaviour.
6. Liaise with the Finance Team in respect of procedures for the collection and recording of monies from pupils in respect of events such as non-uniform days, charity events, trips and outings etc.
7. Administered systems for recording and safe storage of pupil possessions via the Student Services Office in line with procedures.

8. Assist in researching for services and resources to support activities related to student support and whole school initiatives, such as supplies of stationery, hospitality and transport etc.
9. Work as part of the whole school support services by liaising with designated staff to offer cover and support where necessary. This will include attendance at some after school parental/student events.
10. Provide day to day administration support to Senior Managers and colleagues, which could include (but not limited to) planning, preparing resources, attending and minuting meetings.
11. Assist the Senior Assistant Headteacher: Business, Finance & Resources to create content for the school's social media sites. This may include writing blogs, articles, posts and multimedia content.

General / Other Duties

- Contribute, support and positively promote the Catholic ethos and aims of the school.
- To work flexibly and undertake appropriate duties designated by appropriate the Headteacher and appropriate senior staff, which are commensurate with the job title and grade. Conduct your duties in a professional and confidential manner that promotes a positive impression of the support services and ethos of the school in all circumstances.
- Positively participate in continuous professional development and training to develop own professional practice, undertaking safeguarding and other forms of training as required to maintain skills and knowledge base. Review and develop own professional practice, undertaking training as required. Participate in the school development planning processes.
- The postholder must carry out their duties with due regard for all school policies but in particular safeguarding, equal opportunities, data protection, confidentiality, child protection and health & safety policies.
- Be familiar with and ensure compliance of all current legislative requirements i.e. data protection, copyright and computer misuse and advise staff as appropriate.
- Develop good working relations with other colleagues and promote a positive impression of the support services in all circumstances, identifying areas for improvement.
- To work flexibly in the interests of the school and undertake such additional duties as are reasonably commensurate with the post and level of responsibility.
- Be a designated First Aider and maintain a valid First Aid Certificate.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Applicants must meet all of the essential requirements for this post.

Selection Criteria	Essential/ Desirable	Method of Assessment
Qualifications - GCSE Maths & English C and above (or equivalent qualification). - Appropriate relevant, vocational qualification; minimum Level 2 or commitment to achieving within agreed timescales (i.e. NVQ business administration) or recent demonstrable equivalent level of comparable work experience - Basic First Aid Training or willingness to undertake as soon as possible.	Essential Essential Essential	Application
Knowledge, Skills & Ability - Knowledge of working within an administration/office-based setting. - Good communication and inter-personal skills with a wide range of people. - Strong organisational skills, able to organise own workload, prioritise tasks/solve problems and work to deadlines within a busy office environment. - Good communication and inter-personal skills with a wide range of people. - Ability to produce accurate work whilst under pressure and meet deadlines. - Demonstrate ability to work as part of a team. - Evidence of good ICT skills in the use of Microsoft applications, including e-mail, word processing and spreadsheets. - Knowledge of school related office procedures. - Knowledge of working within a school setting or learning resource facility. - Ability to write, develop and create content for multiple social media websites - To be able to demonstrate an understanding, awareness and empathy for the needs of the pupils at this school and how these could be met. - High quality people skills to deal and manage difficult problems or situations whilst working under pressure. - Ability to use initiative to appropriately respond to and resolve problems and challenges in a calm manner.	Essential Essential Essential Essential Essential Essential Essential Desirable Desirable Essential Essential Essential	Application/ Assessment/ Interview
Experience Relevant to the Role - Experience of working within an office environment undertaking a range of administration tasks. - Experience of using a range of computer packages (i.e., Microsoft Office) and management information systems. - Knowledge and experience of school management information systems (Bromcom/SIMS) or other data base applications to monitor pupil information. - Experience of using reprographic equipment. - Good customer care experience.	Essential Essential Desirable Desirable Essential	Application/ Assessment/ Interview

Other requirements • Commitment to and ability to promote a positive ethos within school. • Ability to work sensitively with others to build effective relationships. • Willingness to be flexible around work location and cover various administrative duties including team rotas and cover for colleagues. • Undertake tasks in an effective, efficient and professional manner in line with school policies and its ethos. • Professional appearance and approach to work. • A strong commitment to sustained attendance at work • Reliable and flexible in approach, friendly and approachable, respectful of confidentiality and diversity, and able to use initiative when needed	Essential Essential Essential Essential Essential Essential Essential	Application/ Interview/ References
Special Working Conditions • Working outside of normal school hours may be required • Good references from previous employers • Hold a current driving licence and have access to a car for work. • Legally entitled to work in the UK	Essential Essential Desirable Essential	Application, Interview & References
A well-constructed, concise and fully completed application showing evidence of knowledge, planning and enthusiasm for the role.		

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