



Reception Administrator

Recruitment Pack - Nov 2025



**CHEL TENHAM
BOURN SIDE
SCHOOL**

“Inspiring lives through learning



Welcome

People are at the heart of Bournside. Rating us as “Good” in all areas, OFSTED saw that “staff well-being, as well as curriculum knowledge, are paramount”. Our staff and students are **Ambitious, Purposeful, Proud, Respectful, Curious,** and **Supportive**. These are our values and whilst you’ll see them written on our website and on our corridor walls, where you’ll really see them is in the way we work together, the way we talk to one another, the way teachers teach and students learn. All that leads to what OFSTED called **“a harmonious school”**.

We are highly ambitious for the academic progress of our students: our positive **Progress 8 score of an average of +0.48** over the last two years which places Bournside in the top 16% of schools nationally for academic progress.

Bournside is an established single academy trust with a PAN of 300. We have a wide catchment, over 200 staff and over 1,800 students. That means we have the resources to provide a wealth of opportunities: a sports centre and 3G sports pitches; a fully equipped drama studio, a dance studio, a large library, modern spacious English and Maths blocks, 12 new and further refurbished science labs and specialist design, technology, computing and media rooms. Our highly successful sixth formers have their own large base within the school too.

No one gets lost in the crowd, however. In their 2022 report, OFSTED commented on the **“strong sense of community for both staff and pupils”** and that **“pupils are ready for learning and engage well with teachers and other adults.”** Everyone is a member of one of our six houses; coupled with our vertical tutor group model, the house system aims to nurture and enhance that sense of family and community, strengthen home/school communication, and provide opportunities for older students to act as role models for younger students, enabling them to have meaningful conversations about school life and their future aspirations.

If you have any questions regarding the position please contact Human Resources - recruitment@bournside.com
I would also very much encourage you to visit our school so you can see for yourself why it is a wonderful place to work.

I look forward to receiving your application to join us in **inspiring lives through learning**.

Steve Jefferies
Headteacher



**CHELTENHAM
BOURNSIDE
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Overview

Reception Administrator

Start date:	As soon as possible
Grade/pay scale:	Grade D3-6 (Actual pro rata salary £14,379 - £15,070)
Contract:	Permanent, 25 hours per week, 39 weeks per year
Working pattern:	Monday to Friday 8:00am - 1:00pm or Monday to Friday 11:30am - 4:30pm (Please state in your application your preferred working pattern)
Responsible to:	Admin Services Office Manager

An exciting opportunity has arisen to join Cheltenham Bournside School as a **Reception Administrator**. We are looking to appoint a Reception Administrator to join our Reception and Front Desk Team to support the main school office with administrative tasks.

As a Reception Administrator you will work within the school office and be first point of contact with parent/carers, visitors, students and members of our community.

You will be working either 8:00am - 1:00pm OR 11:30am - 4:30pm Monday - Friday. Please state in your application your preferred working pattern.

Closing date: Friday 21st November 2025 at 9.00am

Interviews taking place w/c 24th November

Apply online: www.bournside.com/school-information/careers-at-bournside

Please note - We reserve the right to interview and appoint prior to the closing date.



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Job description

Reception Administrator

We are an equal opportunities employer and value respect and diversity across our school community. Bournside is committed to safeguarding and promoting the welfare of children and young people. All posts are subject to an enhanced DBS check.

Purpose

- To provide administrative support in the school office
- Assist to provide medical support for staff and students within the school (training provided)
- To undertake reception duties to provide a quality customer service to parents, visitors, staff and students.

Specific Responsibilities

Reception & Administration

- Welcome our visitors to the school, and support staff and students in a variety of tasks.
- Undertake word processing and other IT based tasks, such as preparing letters as requested in line with the standard letter templates provided or as requested.
- Oversee the relevant internal and external email accounts and ensure all emails are responded to, redirected and/or dealt with
- Provide advice and guidance to staff, pupils and others on administration systems and events that take place in school.
- Maintain manual and computerised records on the management information system
- Undertake a range of administration tasks for the schools' sixth form and for extra-curricular activities
- Work within a team to carry out reception duties, answer telephone calls and respond to face-to face enquiries.
- Undertake photocopying, filing and completion of routine forms.
- Sort and distribute mail; prepare outgoing mail
- Complete bulk reprographic requests for staff (including laminating requests)
- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Assist with other general administration tasks that commensurate with the grade and level of responsibility of this post.

First Aid

- Assisting with the immediate welfare of those taken ill or injured at school

This job description sets out the main duties of the post at the date it was drawn up. However, it is not intended to be an exhaustive or definitive list. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. You may be required to carry out other duties commensurate with your role.



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Person specification

Reception Administrator

Cheltenham Bournside School will use this person specification as the selection criteria for the post, gained from applications, references, and interviews.

	Essential	Desirable
Qualification	GCSE or equivalent in English and Maths (level 4 or above)	- Higher level qualification - Certificate of competence in First Aid at work/in school or Emergency first aid at work/in school or willingness to be trained
Experience, understanding and knowledge	- Ability to work constructively as part of a team - Experience of working in a busy office environment - Experience in handling confidential information - Excellent verbal and written communication skills - Strong IT skills including the ability to competently use Microsoft office packages to include Word, Excel and Outlook and MI systems	- Experience in working in a secondary school or education environment or similar public service context - Understanding of child protection/safeguarding
Personal qualities	Ambition - Shows enthusiasm to excel in their role. - Takes initiative to identify and pursue opportunities for growth and improvement. Curiosity - Possesses a natural curiosity and desire to learn new things. - Approaches challenges and opportunities with an open and curious mindset. Pride - Punctual and reliable. - Pays careful attention to detail and takes pride in delivering high-quality work, effectively prioritising tasks to meet deadlines. Purpose - Demonstrates a strong sense of purpose and dedication to making a positive impact on students' lives. - Is committed to serving the needs of students, parents, and the school community with purpose and intentionality. Respect - Shows empathy and understanding towards the needs and perspectives of others. - Conducts themselves with professionalism and integrity in all interactions and communications, keeping calm when working under pressure in a busy working environment. Support - Works collaboratively as part of a team, supporting colleagues and sharing guidance, knowledge and resources. - Provides encouragement and support to students, colleagues, and parents to help them achieve their goals.	These personal qualities are essential for creating a positive and supportive school environment that fosters the growth and development of students, staff and the broader community.





Supporting information

Settling in at Bournside

We will fully support you with your transition to Bournside. Our HR team oversees the provision for new staff, including your induction to support you in understanding your new role.

Induction

You will receive induction training on your first day, providing all of the information you'll need for a successful start at Bournside. Including:

- Leadership Structure
- Communication and meeting systems
- Induction procedures, performance management and professional development
- IT equipment
- Health and Safety
- Safeguarding
- Key policies

Your line manager or mentor will meet with you regularly to ensure you have the support you need.

Continuing Professional Development (CPD)

We pride ourselves on being a forward-thinking in our approach to CPD. We use a wide variety of activities to engage all staff with sharing best-practice including whole staff training options and access to National Online Training resources.

We are also happy to discuss support to complete further relevant job role qualifications.

Teacher Development Trust Gold Award

In 2023 our genuine, shared commitment to inspiring the lives of both students and staff through learning. was recognised with **The Teacher Development Trust Gold Award** following a rigorous audit of our provision for staff.



"The school has a proven track-record in designing and delivering a high-quality, research-informed programme of CPD, which senior leaders quite rightly take great pride in. It was a great pleasure to speak with a range of staff who clearly feel well supported and appreciative of the developmental opportunities unique to the school." - TDT Auditor, 2023



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Support staff

Employee Benefits

Please speak to the HR team about our full range of benefits.

Lifestyle and wellbeing

- Salary sacrifice electric car leasing scheme
- Four electric car charging points
- Family-friendly policies
- Attractive salary and pension
- Generous annual leave entitlement
- Free one-to-one wellbeing support
- Onsite parking facilities and cycle storage
- Free/discounted access to the school's onsite Gym (conditions apply)
- Cycle to work scheme
- Techscheme – save money on the latest tech from Apple and Currys PC World
- Blue Light Card - Discounted Scheme
- Staff social events
- Onsite catering (8.00am - 1.30pm daily).

Statutory and other benefits

- The full range of statutory benefits including sick pay, maternity, parental, and adoption leave
- Enhanced Paternity Leave Policy
- We will honour your continuity of service in other state-funded schools in relation to sick pay and pension rights.
- Provision of all necessary IT equipment.



Lottie & Olive

Our School Therapy Dogs



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We are:

Ambitious

Curious

Proud

Purposeful

Respectful

Supportive



“leaders put the welfare of pupils, as well as academic achievement, at the heart of everything they do”

“strong sense of community for both staff and pupils”

“the school curriculum is ambitious”

“inclusive environment”

- Ofsted, 2022



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