



Receptionist

Haywood Academy, part of the City Learning Trust

Level: 3, scp 3-4. £21,585 per annum

37 hours per week. Term time only

Closing date: 5th June 2026

Interview: week commencing 8th June 2026

Start date: TBC



United by our values, we place children and young people at the heart of all we do.

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Receptionist

Are you calm, organised and able to keep smiling when the phone is ringing, a visitor has arrived, a student needs support and three other things are happening at once?

- o Can you make people feel welcome, supported and listened to from the moment they walk through the door?
- o Do you understand that working in a secondary school means no two days are ever the same; and sometimes you need patience, resilience and a thick skin as much as organisation skills?

Then Haywood Academy could be the place for you.

Then welcome to Haywood:
a special place where we
Dream, Believe, Achieve.



About the role:

We are looking for a friendly, reliable and highly organised Receptionist to join our team at Haywood Academy. You will be one of the first people students, families, visitors and staff meet or speak to each day, helping to create a calm, welcoming and professional environment across the academy.

Haywood Academy is a busy and vibrant secondary school where relationships matter and every member of staff plays an important role in supporting young people to succeed. Some of our students can present with challenging behaviour or need additional support to manage emotions, frustrations or difficult situations. This means you will need to remain calm, professional and consistent, even on difficult days.

You must understand the importance of clear boundaries and professional relationships. This role is about being approachable, supportive and kind; whilst remaining professional at all times. At times, you may find yourself dealing with frustration from students or adults. It is important to understand that this is not personal; it is part of working in a busy school environment where emotions can run high.

This is not always an easy role. The environment can be fast-paced, demanding and unpredictable.

However, for the right person, it can also be incredibly rewarding. The support, reassurance and positivity you bring each day can genuinely make a difference to young people and families.

At Haywood Academy, our vision is simple: Dream, Believe, Achieve. Every role within our academy contributes to helping young people do exactly that.

What you will be doing:

- Acting as the first point of contact for visitors, parents, staff and students;
- Answering telephone and email enquiries professionally and efficiently;
- Supporting the smooth day-to-day running of the academy through administrative and organisational tasks;
- Welcoming visitors and ensuring safeguarding and signing-in procedures are followed;
- Supporting attendance and student information processes where needed;
- Communicating effectively with families and external agencies;
- Supporting students calmly and professionally throughout the school day;
- Helping to maintain a positive, organised and welcoming front office environment;
- Working flexibly as part of a supportive and hardworking team.

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The kind of person we are looking for:

- Is organised, professional and able to prioritise effectively;
- Has excellent communication and interpersonal skills;
- Can remain calm and positive in a busy secondary school environment;
- Understands the importance of professional boundaries and conduct;
- Is approachable, supportive and able to build positive relationships whilst maintaining professionalism;
- Can deal calmly with challenging situations and not take frustration personally;
- Has strong attention to detail and can manage confidential information appropriately;
- Works well as part of a team and is willing to support others;
- Is resilient, flexible and has a good sense of humour;
- Wants to make a genuine difference to young people and families.



What we offer:

- A supportive and hardworking staff team;
- Clear and supportive leadership at Haywood Academy and across the City Learning Trust;
- A strong focus on staff wellbeing and professional development;
- Access to training and development opportunities;
- Wellbeing support, including counselling and wellbeing initiatives;
- Competitive pension, salary sacrifice and benefit schemes;
- On-site parking and excellent facilities;
- Opportunities to develop within a growing Trust.

At Haywood Academy we are committed to helping young people Dream, Believe and Achieve.

Every role in our academy matters and every interaction can make a difference.

Safeguarding:

Haywood Academy and the City Learning Trust are committed to safeguarding and promoting the welfare of children and young people. All appointments are subject to safer recruitment checks, including an enhanced DBS check. All staff are expected to act in line with statutory safeguarding guidance at all times



Dear Colleague

Re: Receptionist

Thank you for your interest in Haywood Academy.

Haywood Academy has a dedicated and talented team of staff who are committed to ensuring that the young people in its care are supported and nurtured to achieve the very best they can. Staff work closely with all of the Academies in the Trust to improve outcomes and life chances for our young people and enjoy a particularly effective relationship with CLT central staff, who work across all of the Trust's Academies.

If you want to work in a partnership of Academies committed to cooperation and collaboration; unlock talent and fulfil potential, then this post is just right for you. In return, you will be supported and encouraged to develop further and enjoy a long and rewarding career working across the City Learning Trust.

The successful candidate will demonstrate excellent practice to ensure that all of our young people have the richest quality of education we can provide. We would like a candidate who has a passion to develop standards, pedagogy and practice, will be child-centred and able to inspire young people to be the best that they can be.

You will join the Trust at an exciting time. we have a unique bespoke Professional Growth programme and remain committed to bespoke CPD for all staff who work with children. We also have an extensive professional support package available to all CLT employees to ensure you can be the best you can be for the young people every day.

As Chief Executive Officer, I am proud to provide strategic leadership in line with the culture, ethos and values of the Trust and its member Academies. The Trust Board has unwavering expectations to deliver the highest quality educational experiences and outcomes for the children and young people in its care.

If you are interested in having an informal conversation about this opportunity and/or wish to arrange a visit to the Academy please contact the HR Director, who will arrange such (01782 853535). The letter in support of your application should be no more than 2 sides of A4. You may, if you wish, submit a CV with your application but not instead of it. Please send your application to HR@citylearningtrust.org.

Dr Carl Ward

Chief Executive Officer



United by our values, we place children and young people at the heart of all we do.

It is both a great privilege and a huge honour to be the Principal at Haywood Academy. At Haywood Academy we aim to inspire our young people.

I am very proud to say that I was born and educated in Stoke-on-Trent with a family history of miners and pottery workers. It's said that in Stoke-on-Trent we don't shout about our city, but I believe that we certainly have lots of personality, bags of pride, a rich cultural heritage, and hardworking, caring communities. In my opinion Stoke-on-Trent is a wonderful place to be educated, to live and to work.

At Haywood Academy, we aim to inspire our young people.

I am determined that the academy delivers an education that reflects our values. We are ambitious for our young people to unlock their potential by working together and remaining committed to our local community. We want our young people to be innovative, brave and creative, as well as being kind and having respect for others. We are proud to be the first Kindness Matters academy in Stoke-on-Trent, and we foster an ethos of care in a warm, friendly atmosphere. We have the highest expectations of ourselves, as well as for our young people.

Every child at Haywood Academy is respected as an individual and we promote a 'can do' culture to ensure that our young people achieve great things. The academy provides inspirational experiences for our students, whether through academic work, competing in sports, participating in the performing arts or through a plethora of trips and visits. We are delighted to be part of the Character and Arts Foundation, and as such our students are able to participate in life-affirming and life-changing opportunities each term.

Our wider curriculum offer covers a range of topics including current affairs, fundamental British values and links to further education, careers, apprenticeships and local businesses. Such experiences help to shape our young people as they go through our academy and beyond to further education, training or employment and then on into their adult lives.

We pride ourselves in being committed to ensuring that the academy's community is at the heart of everything we do. Daily, I am reminded how blessed the academy is to have extremely talented and dedicated staff that always go above and beyond for our young people to ignite their minds, touch their hearts and develop their talents and skills.

I strongly believe that education can unlock the potential of all children to achieve their hopes, dreams and aspirations. Here at Haywood Academy we encourage our young people to dream big, work hard and have no ceiling on their aspirations. I am passionate that all young people should have the opportunity to achieve great things, and be happy.

If you would like to part of a vibrant, successful and happy school, committed to enhancing the experiences and chances of young people in Stoke-on-Trent, then we would love to hear from you.

Adele Mills

Principal, Haywood Academy





City Learning Trust

City Learning Trust is a family of academies sharing resources and expertise: united by our values, we place children first in everything we do.

We believe in the power of collaboration and cooperation to unlock talent and fulfil potential. We want all children and young people within our Trust to be the best that they can be and are firmly committed to achieving our mission to create a world class education system for the communities we serve.

Children in the City Learning Trust have the best opportunities to develop their education and skills. Our mission is to provide the strongest start in life to enable our community to contribute in their own futures. We don't just want them to be employed, we want them to believe that they can change the world with their choices. There are no limits for any of our children as we inspire them to be lifelong learners and fully rounded citizens so they can adapt in an ever-changing world.

In our Trust, education is linked up from 3 to 19. Skills and qualifications are allied to an increasing understanding of the value of continuous learning and social responsibility as well as tolerance, understanding and compassion.

In recognition of our Professional Growth Package opportunities for children through the Character and Arts Foundation and our leadership programme we were awarded Multi Academy Trust of the year in December 2023.

Our values are important to us and guide the work we do:

Ambition: Our academies aim to unlock the potential for all learners to achieve their dreams, hopes and aspirations.

Cooperation: We value working together in teams, supporting each other, and sharing expertise and accountability to improve standards.

Commitment: Our academies are a family of Academies with a common bond, dedicated to the communities that they serve.

Creativity: We encourage innovation and the use of imagination and original ideas in all our Academies.

Leadership: We believe in listening to, inspiring and empowering our learning communities so that they can achieve their true potential.

Respect: We value all people and organisations abilities, qualities and achievements, and operate using the principles of equality, equity and solidarity.

The Trust is on a journey from Good to Great. Through cooperation and collaboration, we develop sustainable partnerships that will provide a legacy for tomorrow's generation. This enables our member academies to become greater than the sum total of their parts.

The City Learning Trust is a registered charity and a DfE sponsor. We have a range of strategic partners and work closely with a number of multi-academy trusts to raise standards.

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Person Specification

Qualifications and Experience

Good standard of education, including English and Maths- **essential**

Commitment to safeguarding and promoting the welfare of children and young people - **essential**

Good IT skills, including Microsoft Office and email systems - **essential**

Relevant administration or customer service qualification - **desirable**

First aid training, or willingness to attend training - **desirable**

Evidence of ongoing professional development - **desirable**

Skills and Knowledge

Experience of working in an administrative or reception role - **essential**

Experience of communicating professionally with a wide range of people - **essential**

Experience of handling confidential information appropriately - **essential**

Experience of working effectively in a busy environment - **essential**

Experience of working in a school or educational environment - **desirable**

Experience of using school information systems - **desirable**

Experience of supporting attendance or pastoral administration - **desirable**

Person Specification contd...

Skills and abilities

Strong organisational skills and attention to detail - **essential**

Excellent verbal and written communication skills - **essential**

Ability to prioritise tasks and manage competing demands, while remaining calm under pressure - **essential**

Ability to build positive relationships whilst maintaining clear professional boundaries - **essential**

Ability to respond appropriately to challenging situations or behaviour - **essential**

Ability to maintain confidentiality and professionalism at all times - **essential**

Ability to work effectively as part of a team - **essential**

Personal qualities

Friendly, approachable and professional - **essential**

Reliable, organised and adaptable - **essential**

Calm and resilient in a busy environment - **essential**

Emotionally mature and able to respond positively to challenge or frustration from others - **essential**

Positive attitude and willingness to support our young people and the wider academy community- **essential**

Sense of humour and ability to build rapport quickly - **desirable**

NOTE: This job description may be amended at any time in consultation with the postholder.

The City Learning Trust and Haywood Academy are committed to safeguarding our young people. All applicants and candidates will be subject to all relevant checks and procedures in accordance with our safeguarding policy.

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