



Hatton
Special School

Receptionist / Administrator

Application pack

Job description

and

person specification

Welcome from the Headteacher

Thank you for your interest in the post of Receptionist/Administrator at Hatton Special School. We have two posts available, one at our current site, Roding Lane South, and the other at our newly refurbished upper school site at Park Avenue in Ilford.

This is an exciting time to join us as we are growing to provide much-needed additional specialist SEND places for Redbridge pupils. The building will be handed over to us in June, ready for opening to pupils in September 2026.

As Headteacher at Hatton I feel privileged to work with such an amazing group of pupils and a friendly, committed and talented staff team. We currently have 199 pupils on roll, most with a diagnosis of autism. As a growing school we will soon have 250 pupils in our school, across our two locations. We are a large school but you will soon discover that we are a warm and welcoming community, and you will quickly feel part of the Hatton family.

As a Receptionist/Administrator, you will play an important role in helping the school run smoothly each day. You will be a first point of contact for pupils, staff, parents and visitors, helping to create a professional, organised and welcoming environment. Your work will include supporting communication, managing enquiries, keeping records up to date, organising documents and helping with a range of administrative tasks that support the wider team. Working in a specialist SEND environment, it is important that administrative systems are clear, accurate and supportive of pupils' needs, so good communication and sensitivity are essential.

You will work closely with the School Business Leader, the Assistant Business Managers and the leadership team to make sure our office and administrative processes are efficient and contribute positively to the running of the school.

We recently updated our curriculum purpose and vision. We aim "to light the fire of curiosity and enquiry in the mind of every pupil". All staff have a part to play in this, and your work will help ensure our school remains a calm, organised and welcoming place, supporting pupils to have the best possible start to their learning each day.

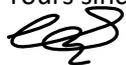
We are committed to providing a good induction and ongoing training so that all staff can be successful in their roles. We have high standards, but we also value our staff and understand the importance of feeling supported and appreciated.

Our website offers further information about our school, and we encourage you to visit if you can. If visiting is difficult, we are happy to arrange an informal conversation. Please call the school and ask for Meraph Kiflay, our Assistant School Business Leader.

We are proud of our school and put our pupils at the centre of everything we do. By joining our team, you will be helping us make a real difference to the lives of our very special young people.

I hope you decide to apply, and we look forward to learning more about you and what you can bring to Hatton.

Yours sincerely,



Chris Smaling

About Hatton Special School

Who we are: we are a community dedicated to making a difference in the lives of our pupils. Working with families and other professionals we do all we can to prepare our pupils for a successful future.

Our purpose is clear: to light the fire of curiosity and enquiry in the mind of every pupil.

About you: everyone at Hatton is a team player. Whatever role someone has in the school their work contributes to our pupil's success.

Our values: you will need to share our values: respect, learning, compassion, honesty, growth, responsibility and diversity.

What's in it for you: you will soon appreciate that your hard work and passion is making a real difference. It will not always be easy, but we think you'll always feel it's worth it.

About your role

Job Title	Receptionist
Grade	LBR2 £23,954 – Actual Pay
Hours Of Work	08:15-16:00 Monday to Thursday , 08:15-15:15 Friday 35.5 x 42.26 weeks (Term Time Only)
Start date	As soon as possible
Reporting to	School Business Leader

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Job description

Main purpose

To work as part of a busy Admin Team under the direction of senior staff to undertake Reception functions and to act as the first point of contact for people visiting or calling the school.

Duties and responsibilities

- To undertake reception duties on a daily basis, answering general telephone and face-to-face enquiries, signing in visitors including DBS and contractor requirements, keeping diaries and liaising re daily and weekly lunch numbers.
- To collect, log and issue receipts for money and cheques which come in to Reception.
- To operate systems of bus bags and liaise with transport re queries, routes etc.
- To operate electronic mail, distributing as appropriate.
- To open, stamp, sort and distribute mail.
- To manage the uniform 'shop' within the school including ordering stock.
- To provide general clerical/admin support relevant to the reception role including typing letters to parents.
- To co-ordinate the bookings of rooms for meetings, trainings and medical appointments.
- To diarise prospective pupil visits for senior staff.
- To operate relevant IT software packages including computerised records/information/communication systems.
- To work across the admin team supporting as required.
- To manage parent text alerts / systems.
- To manage the day to day administrative tasks associated with pupil attendance
- To ensure that all calls and messages are correctly routed to their intended recipients, or an appropriate member of staff, to assure a quick and effective communication system.
- To ensure the reception area is clean , free from clutter and well presented
- To use your initiative to manage sensitive and difficult situations in a public area.
- To form and maintain appropriate relationships with personal boundaries with children, parents and colleagues.
- To understand and comply with the school's Equal Opportunities Policy.
- To be aware of and comply with all policies and procedures including child protection, health and safety and security, confidentiality and data protection.
- To be aware of and support difference and ensure equal opportunities for all.
- To contribute to the overall ethos/work/aims of the school.
- To appreciate and support the role of other professionals/agencies through establishing constructive relationships and communication.
- To attend and participate in relevant meetings as required.
- To participate in training and other learning activities and performance development as required.
- The above duties and responsibilities are not exclusive and you may be required to undertake further duties as may reasonably be expected within the grade and skills of the post holder.

Person specification

Candidate description
Qualifications & Training
<ul style="list-style-type: none">• GCSE or equivalent in English & Maths• Relevant qualification in office administration/ IT application• Evidence of continued professional development and willingness to develop and expand knowledge in line with needs of the school
Experience
<ul style="list-style-type: none">• Experience of working under pressure in a busy office environment with a key role in diverse administration• Experience of using school administrative systems and knowledge of electronic register systems, Arbor or other school management systems• Experience of running effective administrative & clerical systems• Experience of working in a reception or other role as first point of contact for an organisation• Experience of composing letters and dealing with correspondence• Experience and understanding of GDPR
Knowledge and Skills
<ul style="list-style-type: none">• Good working knowledge of Microsoft Word/Excel/Publisher/ email• Demonstrate excellent literacy and numeracy skills in both verbal and written format• Ability to listen, follow instructions accurately, but also make sound judgements and lead when required• Ability to work in an organised and methodical manner• Ability to develop processes and procedures to fit the needs of the school• Ability to manage workload and prioritise to meet deadlines• Ability to deal with sensitive personnel issues
Personal Qualities
<ul style="list-style-type: none">• Ability to work under pressure and remain calm• Good interpersonal skills and ability to liaise with parents/carers and professionals• Recognise the skills required to work with a diverse population of both staff and families and be able to adapt to their needs• Understand and demonstrate confidentiality• Ability to be flexible and work as part of a busy team• Ability to work under own initiative to meet tight deadlines in an accurate manner
Other Criteria
<ul style="list-style-type: none">• An understanding of and commitment to Equality and Diversity• An understanding of and commitment to Health and Safety• A commitment to the safeguarding and welfare of all children and the ability to work within the school's Safeguarding Policy and procedures• The ability to form and maintain appropriate relationships and personal boundaries with children, families and colleagues <p>Enhanced DBS check will be required for successful candidate</p>

