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11 – 16 Mixed Comprehensive      NOR 1,500 (across 2 campuses)

Head Teacher: Mrs Krista Dawkins

## **Receptionist**

**Grade C £12.65 - £13.18 per hour**

**Actual salary range £20,876 to £22,041 (£24,405 to £25,430 FTE)**

**37 hours per week, Monday-Thursday: 8am-4pm, Friday 8am-3.30pm. Term time only.**

Crestwood Community School is one school, with two campuses serving central Eastleigh. We are looking to appoint an enthusiastic and committed individual to undertake the role of Receptionist predominantly for our Shakespeare campus, however, all staff are required to work on either campus as required. We are looking for someone who can be flexible, motivated, positive and play an integral and active role within the school's important administration function.

The role will involve:

- Being the first point of contact for anyone visiting the school, signing in visitors, issuing visitor passes, and ensuring security procedures are followed.
- Recording all instances of student absence, late arrival, and early departure, noting the reason provided, if any
- Overseeing the signing in and out of students, ensuring proper documentation and authorisation for early departures.
- Supporting attendance team in making phone calls to parents or guardians to confirm the reasons for a student's absence or to inquire about a student's late arrival.
- First Aid cover (previous experience desirable but full training will be given)
- Using Arbor on a daily basis, including printing and collating registers, lesson monitoring, updating records with lateness and medical appointments.
- Dealing with students, staff and parents in a polite and courteous manner
- Answering switchboard phone and transferring calls, relaying messages, distributing information, and communicating with parents, staff, and students
- Dealing with post - opening, distributing, franking.
- Varied administration duties as and when required, which may include: preparing for Parents Evenings, helping with large mail outs, distribution of predicted grades to students as well as supporting various school events.
- Maintaining the Reception Area, ensuring the reception area is tidy, presentable, and conducive to a positive first impression.
- Be familiar with and adhere to the school's safeguarding policies and procedures, including reporting any concerns about student welfare

Applicants should have a real “can do” attitude and be very flexible in their approach. You should understand the importance of confidentiality and be discrete and trustworthy as the role involves dealing with sensitive

issues.

This post offers an opportunity to join a hardworking team of motivated and dedicated staff, who all strive to do their very best for the students and staff at Crestwood.

Crestwood continues to be a 'good' school. The recent Ofsted report stated that at Crestwood "there is a welcoming, friendly atmosphere". They also said that "teachers and support staff, including those in the early stages of their career, are proud to work at the school. They particularly value school leader's careful consideration of their workload and well-being so that they can focus their efforts fully on pupils' education." In addition Ofsted report that "many pupils, staff and parents describe the school as a 'big family'. This is a happy school, where staff and students want to be. The #Crestwoodfamily pervades through everything we do.

As a school we take staff well being seriously. We offer staff the following:

- wellbeing weeks, with no commitments scheduled after school
- free lunch every day
- free tea and coffee
- half termly cooked breakfasts
- accrued inset days, taken as twilights, giving staff an additional 3 or 4 days off a year
- One well being day per year (during term-time), to be taken at their chosen time (after a qualifying period)
- weekly thank you bulletin
- birthday cards
- heads discretionary leaves of absence for family events
- acts of random kindness
- access to mental health first aiders

Applications should comprise of a completed Hampshire Support Staff application form, with the names and addresses of two referees and should be returned by hand, by post or email to [hr@crestwood.hants.sch.uk](mailto:hr@crestwood.hants.sch.uk) and must arrive no later than noon on the advertised closing date.

Please download details and a Support Staff Application form from the school website [www.crestwood.hants.sch.uk](http://www.crestwood.hants.sch.uk) located under the School Information / Vacancies tab. Please note we cannot accept a CV as a means of application. We do reserve the right to close this advertisement early if we receive a high volume of suitable applications.

**Closing date: 22nd August 2025 12 noon**

**Interview: TBC**

**Crestwood Community School and Hampshire County Council are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant employment checks.**

### Receptionist Person Specification

Area	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>GCSE grade C or higher in English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>First Aid at Work certificate</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>Evidence of knowledge and skills applicable to the role applied for.</li> </ul>	<ul style="list-style-type: none"> <li>Willingness to attend training to keep skills and knowledge up to date</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience of administrative/clerical working and processes.</li> <li>Knowledge of secondary education</li> <li>Knowledge of young people's attitudes and how to engage them</li> <li>Awareness of health and safety responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a school setting</li> <li>Good working knowledge of Health and Safety</li> <li>Good working knowledge of COSHH and handling noxious substances.</li> <li>First aid</li> </ul>
Knowledge and skills	<ul style="list-style-type: none"> <li>Technical skills – keyboard and typing skills, ability to use Microsoft Office packages, photocopiers and school specific systems.</li> <li>Effective written and oral communication skills.</li> <li>Capable of working on own initiative and prioritising own workload</li> <li>Good organisational skills</li> <li>Professionally discreet and able to respect confidentiality</li> <li>Well-developed interpersonal skills</li> <li>Team worker</li> <li>Ability to build positive relationships with staff and students</li> <li>Ability to stay calm under pressure</li> <li>Ability to be flexible, with a good sense of humour</li> </ul>	<ul style="list-style-type: none"> <li>Experience of using Arbor, CPOMS and Google Drive</li> </ul>