



Job Description & Person Specification

Job Title
Receptionist

Salary
£24,420-£26,000 Full Time Equivalent (FTE)
Actual Salary: £19,230-£20,475 per annum (dependent upon experience)

Contract
Fixed-Term Contract
Working Pattern: 41 Weeks Per Year (Term Time Plus Two Weeks)

Monday-Friday
8:00am-3:30pm

Responsible To
Head of Curriculum & Operations

Welcome to MADPro
At Make A Difference Provision (MADPro), we believe every student deserves the opportunity to succeed regardless of the challenges they have faced. Our provision is built on high expectations, strong relationships and an unwavering commitment to helping students re-engage with education and realise their potential. We recognise that exceptional staff create exceptional outcomes. That's why we invest heavily in professional development, wellbeing and creating a culture where staff feel valued, supported and empowered to grow.

About the Role

The Receptionist is often the first person students, parents, carers, visitors and external professionals meet when they arrive at MADPro.

As the face of the organisation, the Receptionist plays an essential role in creating a welcoming, professional and safe environment for everyone entering the provision.

The successful candidate will provide an efficient front-of-house and administrative service while ensuring safeguarding procedures are followed, communication is managed effectively and the day-to-day administration of the provision runs smoothly.

This role requires someone who is calm, resilient, highly organised and committed to delivering excellent customer service whilst maintaining the highest standards of professionalism and confidentiality.

Why Join MADPro?

Working at MADPro is about more than having a job.

It is about becoming part of an ambitious organisation that genuinely changes lives.

As a member of our team you will benefit from:

- Competitive salary.
- 41-week contract supporting an excellent work-life balance.
- Vitality Private Health Insurance including access to mental health support.
- Comprehensive two-week induction programme.
- Access to our Blue Days Professional Development Programme.
- High-quality ongoing CPD.
- A supportive leadership team.
- Opportunities for career progression.
- A collaborative and values-driven culture.
- The opportunity to make a genuine difference every day.

Main Duties and Responsibilities

The Receptionist will:

- Welcome all visitors professionally and ensure safeguarding procedures are followed at all times.
- Manage visitor signing-in procedures, identification badges and site security.
- Answer incoming telephone calls professionally and direct enquiries appropriately.
- Respond to emails and reception enquiries promptly.
- Act as the central communication point between staff, students, parents, carers and external professionals.
- Maintain accurate records using Arbor, CPOMS and Microsoft Office.
- Support attendance monitoring and associated administrative processes.
- Manage incoming and outgoing post and deliveries.
- Prepare letters, reports and other documentation.
- Coordinate meetings, appointments and room bookings.
- Maintain a welcoming, organised and professional reception environment.
- Provide administrative support to the wider team as required.
- Respond calmly and professionally to unexpected situations.

- Maintain strict confidentiality.
- Undertake other duties commensurate with the level of the post.

Person Specification

Essential

The successful candidate will demonstrate:

- Previous experience in a receptionist or administrative role.
- Excellent interpersonal and communication skills.
- Outstanding customer service skills.
- Excellent organisational skills.
- High levels of attention to detail.
- Strong ICT skills including Microsoft Office.
- Ability to prioritise workload effectively.
- Ability to remain calm under pressure.
- Ability to work independently using initiative.
- Ability to work collaboratively within a team.
- Professional appearance and conduct.
- Commitment to safeguarding.
- Commitment to promoting positive outcomes for students.

Desirable

- Experience working within education.
- Experience working within Alternative Provision.
- Experience using Arbor.
- Experience using CPOMS.
- Attendance administration.
- Understanding of safeguarding within education.

Induction, Training & Professional Development

At MADPro we believe that investing in our staff leads to better outcomes for our students. Every new member of staff participates in a comprehensive two-week induction programme, ensuring they feel confident, supported and fully prepared for their role.

The induction includes:

- Safeguarding
- Behaviour systems
- Operational procedures
- Arbor
- CPOMS
- Microsoft 365
- Role-specific training
- Shadowing experienced colleagues
- Meetings with key members of staff

Following induction, every member of staff participates in our Blue Days Professional Development Programme.

Blue Days are a key part of our commitment to continuous professional learning, providing dedicated opportunities throughout the academic year for:

- Professional development
- Collaborative planning
- Best practice sharing
- Training updates
- Reflection
- Developing knowledge and expertise
- Continuous improvement

We believe that investing in our staff enables us to achieve the very best outcomes for our students.

Safeguarding

The welfare of our students is our highest priority.

The successful applicant will:

- Work in accordance with Keeping Children Safe in Education.
- Promote safeguarding and child protection at all times.
- Follow all MADPro safeguarding procedures.
- Complete mandatory safeguarding training.
- Promote a culture where students feel safe, respected and valued.

This post is subject to:

- Enhanced DBS Clearance
- Online Searches
- Satisfactory References
- Right to Work Checks
- Safer Recruitment Procedures

General Responsibilities

All staff are expected to:

- Support the vision, values and ethos of MADPro.
- Comply with all organisational policies and procedures.
- Promote equality, diversity and inclusion.
- Demonstrate professionalism, integrity and respect.
- Maintain excellent attendance and punctuality.
- Work collaboratively with colleagues.
- Participate in meetings, training and CPD.
- Contribute positively to the wider life of the provision.
- Undertake any reasonable duties requested by the CEO or Head of Curriculum & Operations.

Our Values

Every member of staff at MADPro is expected to model our core values.

Professionalism

We act with integrity, accountability and respect.

Compassion

We build positive relationships through empathy, kindness and understanding.

High Expectations

We believe every student can succeed.

Teamwork

We work together because collaboration delivers better outcomes.

Growth

We are committed to continual learning, reflection and improvement.

Together, We Make A Difference.

Recruitment Information

Closing Date: 13th July

Interview Date: 20th July

Proposed Start Date: September 2026

Equal Opportunities

Make A Difference Provision is committed to safeguarding and promoting the welfare of students and expects all staff and volunteers to share this commitment.

We are committed to equality of opportunity and welcome applications from suitably qualified candidates regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.