



## **STUDENT RECEPTIONIST & PASTORAL ADMINISTRATOR**

Grade 4 (SCP 5 - 8)

Candidate Information Pack  
September 2025



## Welcome from the Chief Executive



Welcome. It is with great pleasure and enthusiasm that I extend a warm welcome to you from our Trust.

Providence Learning Partnership is a new trust, initially established with Durham Sixth Form Centre who will be joined by Durham Mathematics School in the near future. Based in Durham City centre, Durham Mathematics School will be a specialist school for A level mathematicians who also have a keen interest in computer science and / or physics. We continue to work very closely with the Department of Education and Durham University in realising DMS and look forward to making further announcements about it in the coming months.

Our Trust is dedicated to empowering students to become lifelong learners, critical thinkers and compassionate leaders. We value:

High quality, inspirational teaching and learning.

Excellent support, care and guidance.

Personal and professional integrity.

Ambition and progress for our students, our communities and ourselves.

Together, we embark on a journey that prioritises academic achievement, nurtures talent, and promotes a holistic approach to education. Through collaboration, dedication, and a shared vision, we aspire to create an environment where every individual can thrive and reach their fullest potential. Our students are placed at the heart of our decision making which is reflected in our Vision and Aims.

**Trust vision** | Our Trust prioritises excellence in teaching and learning, recognising the uniqueness of each student in celebration of diversity and inclusion. Working collaboratively, we embrace expertise and innovation, contributing to the North of England through the cultivation of lifelong learners.

**Trust aims** | We enable our vision through the following aims, which are supported by actions in our Trust Development Plan.

- **Student success:** We will empower our students to achieve their full potential in a nurturing and inclusive environment underpinned by high-quality, inspirational teaching and learning. Through fostering a culture that emphasises wellness, resilience and challenge, we will support our students to both consistently achieve above the national average and develop the skills needed to thrive in a dynamic educational landscape.
- **Educational excellence:** We will lead and champion excellence through the development of extensive and sustainable educational partnerships and networks and through local mathematics, arts and literacy outreach programmes which enhance engagement and enrich our community.
- **Responsible growth:** We will expand our Trust responsibly and with integrity, mindful of the need to maintain alignment with our values.

Our collective efforts continue to shape the future of our education provision, embracing diversity, inclusion, and the pursuit of knowledge. As a community, we value the input, creativity, and expertise of each member, understanding that it takes a collaborative effort to create an exceptional educational experience.

I encourage you to actively engage, share your ideas, and contribute your skills to our shared mission. Together, let us inspire, support, and empower one another, laying the foundation for a brighter tomorrow. I am excited about the possibilities that lie ahead and look forward to the incredible journey of growth and success that we will potentially undertake together.

Ellen Beveridge  
Chief Executive

## Welcome from the Principal

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Welcome to Durham Sixth Form Centre and thank you for your interest in the advertised post. I hope the following information gives you an insight into our school.

Durham Sixth Form Centre is a large post-16 provider based in the North East of England, with approximately 1,700 students on roll. We are situated in the middle of Durham City centre, a couple of minutes walk from both the bus and railway stations. Students generally enrol at Durham Sixth Form Centre from over 60 different secondary schools from across County Durham, Sunderland and into Northumberland.

In 2017 we were graded an 'outstanding' post-16 school, this is reflected in our recent Ofsted monitoring visit report, 2024. Our students have an excellent record of success, which they work hard to achieve. Trends over time demonstrate the following headlines:

In academic qualifications:

- Progress (VA) has been consistently above the National Average (NA) and was graded above average in the 2025 performance tables.
- A Level average point score (APS) is significantly above the NA and places us in the top 6% of schools and colleges nationally.
- 71% of students achieved A\*- B A Level grades in the summer 2024.

In applied general qualifications:

- Progress (VA) has been consistently above the NA and was graded above average in the 2025 performance tables.
- Overall attainment (APS) is consistently above the NA and is ranked in the top 2% of schools and Academies nationally.
- 92% of students achieved Dist\*-Dist grades in the summer 2024.

We recently celebrated 110 years in education. We are housed in various buildings, often referred to as a mini university setting. Our site comprises a 1913 former girls' grammar school, which was converted to sixth form accommodation in 1983. In addition to the original building, there is now a science specific wing; a 200 seated theatre; our Hunter resource centre; visual arts centre and Freeman's Quay leisure centre. In 2019, we expanded further to include our digital media centre, which houses a grab-and-go café, conference facility, TV studio, small cinema room and additional classroom space. We also have a dedicated Art Gallery on site, the Dead Dog Gallery, with an ever-changing exhibition and community programme in place.

Through sustained effort, and a clear focus and direction, Durham Sixth Form Centre is a truly embracing and dynamic organisation. We are committed to promoting the principles of equal opportunities and we aspire to an environment where all our students and employees can develop their potential. We have a strong professional development programme and have achieved CPD Mark accreditation, Investors in People Platinum and Governor Mark among others. Our most recent full Ofsted inspection report said 'The Headteacher and the highly skilled leadership team have established a culture in which students flourish and grow. Consequently, there is a healthy appetite for learning and achievement in an environment that demands high expectations for academic, vocational and personal excellence'.

Our school operates according to the Values of our Trust which help determine the culture, ethos and atmosphere of Durham Sixth Form Centre.

If you are energetic and passionate about post-16 education, and have the skills and aptitude required for the role, then we would welcome your application and look forward to meeting you in the near future.

Jo Lain  
Principal

## Welcome to the Pastoral Team

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Thank you for your interest in the role of **Student Receptionist & Pastoral Administrator** at Durham Sixth Form Centre. We are delighted that you are considering joining our dedicated and dynamic Pastoral team, who play a vital role in our centre's success and student experience.

At Durham Sixth Form Centre, our students are at the heart of everything we do. Our Pastoral team plays a key role in monitoring student progress and attendance, providing one-to-one guidance and intervention, delivering a carefully structured tutorial programme (the CORE programme), providing support with progression plans and next steps and supporting students through the many challenges and opportunities that come with post-16 education and life as a young adult. We work collaboratively with teachers, the Progression team, the Health and Wellbeing team, the Student Support team, Academic Mentors, parents/carers and external agencies to ensure every student receives the guidance and support they need to flourish and succeed.

As a **Student Receptionist & Pastoral Administrator**, you will be joining a team of skilled and dedicated professionals who are committed to making a real difference. You'll need excellent communication skills, a strong understanding of the needs of young people, and the resilience to respond to the fast-paced, ever-changing demands of sixth form life in an administrative pastoral role.

Our Pastoral team is currently structured in the following way:

Lee Bone, Vice Principal	Steven Robinson, Assistant Principal	Ruth Watson, Assistant Principal
Jessica Clayton, Pastoral Support Manager	Lucy Shearer, Pastoral Support Manager	Joanne Smith, Pastoral Support Manager
Rachel Thexton, Pastoral Support Manager	Gemma Ross, Senior Progress Tutor	David Wimpenny, Senior Progress Tutor
Lyndsey Ali, Progress Tutor	Mariarita Martino, Progress Tutor	Louise Robinson, Progress Tutor
Olivia Robson, Progress Tutor	Rebecca Johnston, Progress Tutor	Emma Horseman, Progress Tutor
Sherri-Ann Millward, Attendance Officer	Emily Sirrell, Enrichment & PD Lead	

In addition to the above, our Pastoral team works closely with the SENDCo and Student Support Team, as well as the Health & Wellbeing Team.

We offer a supportive and inclusive working environment, ongoing professional development, and the opportunity to play a key role in shaping the future of our students. If you are passionate about supporting young people and want to be part of a team that genuinely values care, high standards, and ambition, we would love to hear from you.

Thank you for considering this role at Durham Sixth Form Centre. We look forward to learning more about you and hopefully welcoming you to our team.

Should you wish to discuss this role further, or come to visit us to see what we are about, please do not hesitate to contact me directly via email ([lee.bone@durhamsixthformcentre.org.uk](mailto:lee.bone@durhamsixthformcentre.org.uk)).

Warm regards,

Lee Bone  
Vice Principal

## The Role

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JOB TITLE	Student Receptionist & Pastoral Administrator
CONTRACT TYPE	Permanent, term-time plus 10 days
HOURS	8.00am-4.00pm
GRADE	Grade 4 SCP 5 - 8 (£23,123 - £24,244)
START DATE	September 2025/as soon as possible

## ADVERT

We are looking to recruit an exceptional **Student Receptionist & Pastoral Administrator** to join our outstanding team at Durham Sixth Form Centre - where we value excellent support, care and guidance in everything we do.

At Durham Sixth Form Centre, we don't just educate - we inspire, support and champion young people during two of the most important years of their lives. This is an exciting opportunity to play a key role in supporting both students and staff at a nationally recognised, oversubscribed sixth form.

What makes this role exciting?

- Be the welcoming face of our Student Reception, ensuring every student feels valued and supported.
- Provide efficient and professional administrative and clerical support to enhance the pastoral care and day-to-day running of the Centre.
- Play a central role in communication between students, staff, and families, ensuring that information is managed with clarity and sensitivity.
- Work flexibly across our site, contributing to a positive, inclusive, and organised environment.
- Join a thriving sixth form with results significantly above national averages, recognised nationally for excellence and rated **Outstanding** by Ofsted.

We are looking for someone who:

- Is calm, organised, and professional, with excellent interpersonal skills.
- Has strong IT and administrative skills, with the ability to manage multiple priorities effectively.
- Communicates confidently and sensitively with students, staff, and visitors.
- Brings a positive, approachable, and flexible attitude to working within a busy school environment.
- Is committed to supporting an inclusive and caring culture where all students can thrive.
- Shares our belief that outstanding staff are the key to delivering outstanding education.

Why choose us?

- Join an Investors in People: Platinum organisation with a strong culture of success and innovation.
- Be part of a supportive, values-led Trust committed to professional growth and inclusive practice.
- Access a wide range of CPD, leadership development, and networking opportunities.
- Make a meaningful impact by guiding and supporting students at a pivotal stage in their education, helping them achieve academic success and prepare for life beyond sixth form.

Join Durham Sixth Form Centre as a Student Receptionist & Pastoral Administrator — be the welcoming face of our Resource Centre and provide vital support to students and staff in an outstanding post-16 setting. Located in the heart of Durham City, we're just 20 minutes from Sunderland and 30 minutes from Newcastle. Play a key role in ensuring our student services run smoothly and in helping to create a supportive, inclusive environment where every learner can thrive.

**\*Please note that:** This position may close early, so we encourage you to apply as soon as possible.

## Job Description

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Schools rely on the professional input and expertise of a range of staff. 'Support staff' is a generic title for all staff who do not teach. Some support staff work alongside teachers and some work behind the scenes to ensure that there is an efficient infrastructure within our school which supports effective teaching and learning to take place. Support staff contribute in many ways, directly and indirectly, to student outcomes and the school's Ofsted judgement and are integral to both. Approximately half of all of our employees are support staff.

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### SUMMARY OF KEY RESPONSIBILITIES

- To provide high-quality administrative support to assist the pastoral team and student support administration functions based at Student Reception.
  - To provide high standards of telephone and reception support to assist the smooth running of Student Reception.
  - To oversee the Student Resource Centre.
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### KEY RESPONSIBILITIES

- 1. To provide high-quality administrative support to assist the pastoral team and student support administration functions based at Student Reception.**
  - Provide day-to-day administrative support to the Pastoral Team, including maintaining accurate student records, preparing reports, and handling confidential information with discretion.
  - Assist with safeguarding and welfare administration, ensuring processes are followed.
  - Liaise with teaching staff, support staff, parents/carers, and external agencies to support the effective delivery of pastoral care.
  - Provide organisational support for meetings, including minute-taking, room booking, and circulation of information.
  - Use SIMS and other school systems to create and run reports.
  - Input data and interventions into Behaviour Management in SIMS, as directed.
  - Assist with the analysis of data such as attendance data.
  - Ensure Year Group notice boards are up-to-date, including the weekly Student Briefing Notes.
  - Create weekly templates for the Student Briefing Notes and add information as requested.
  - Oversee communication via the DSFC app (Reach More Parents).
  - Support with setting up Subject Consultation Evenings on School Cloud, as and when directed.
  - Assist with reprographic requests and ensure a timely completion and process is followed.
  - Review and maintain various Google Dashboards.
  - Input enrichment records into SIMs.
  - Oversee sign-ups for Supervised Study and follow up non-attendance.
  - Produce documentation for a variety of audiences.
  - Provide administrative support to the Health and Wellbeing team by updating medical records, including PEEPs and IHPs, and creating/disseminating period poverty packs for students.
  - Provide administrative support to the Progression team by updating and recording destination data.
  - Complete administrative tasks as identified and requested by the Senior Team.
  - Undertake other duties commensurate with the level of this position.
- 2. To provide high standards of telephone and reception support to assist the smooth running of Student Reception.**
  - Act as the first point of contact for students/staff to Student Reception, providing a welcoming and professional service.
  - Handle incoming telephone calls and emails efficiently, responding to queries or directing them to the appropriate member of staff promptly.
  - Monitor and manage student sign-in/sign-out processes, ensuring accurate records are maintained.
  - Issue temporary student ID cards, and ensure they are returned. Follow up cases where they are not.
  - Maintain confidentiality and sensitivity when dealing with student and parent/carers enquiries.
  - Support the distribution and return of student chromebooks, inline with school protocols.

- Provide a central point of access for students requiring support (timetables, Systems Support (IT), exam queries etc).
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**3. To oversee the Student Resource Centre:**

- Supervise and manage the daily operation of the Resource Centre, ensuring it is a safe, quiet, orderly, and supportive environment for independent study.
  - Provide support and guidance to students in using the centre effectively to enhance their learning and development.
  - Monitor student conduct within the Resource Centre, promoting positive behaviour and adherence to the centre's expectations, reporting any concerns to the appropriate member of staff.
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**4. In addition:**

- Be a visible presence in and around Durham Sixth Form Centre.
  - Ensure all interactions with students, their parents and other stakeholders are professional and courteous.
  - Be prepared to undertake First Aid training if required.
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## **UPHOLD THE PROFESSIONAL STANDARDS OF THE SCHOOL BY:**

- Being a role model to students through personal presentation and professional conduct.
  - Attending staff meetings and briefing, as required.
  - Arriving at sessions, on or before the start, and to begin and end on time.
  - Being familiar with school, department and faculty handbooks.
  - Striving for personal and professional development through active involvement in appraisals.
  - Maintaining a working knowledge and understanding of the National Occupational Standards for Support Staff.
  - Undertaking any reasonable task as directed by any senior member of staff.
  - Being involved in extracurricular activities where appropriate and in line with the Local Collective Agreement 2012.
  - Establishing a climate for learning in line with the school's policies and procedures, to contribute to a purposeful learning environment and encourage students to interact and work cooperatively with others.
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## **MODELLING**

- Model the values, ethos and vision of the school in pursuit of excellence and equity, valuing individual achievement.
  - Help build, communicate and implement a shared vision.
  - Be a role model and actively promote high expectations for all members of the school community through your role within the structure.
  - Contribute to the efficient management of school routines.
  - Being an appraisal team member in line with school policy.
  - Being aware of the responsibility for personal health, safety and welfare and that of others who may be affected by individual action/inaction.
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## **TRAINING/QUALIFICATIONS**

- The employee will be expected to undertake on-going research to develop their knowledge base and will undertake any CPD, inset and qualifications as deemed necessary by the Headteacher.
  - Where formal qualifications are identified the employee will be required to sign an agreement to reimburse the school of any training costs incurred if the employee leaves before qualification and/or if they leave before a period to be specified after qualification.
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## **ADDITIONAL HOURS**

- This role includes an additional 10 days which will be negotiated annually but will include some evenings as well as working the enrolment period during the summer holiday. For 2026 this is Monday 24th August to Friday 28th August 2026. Any additional hours agreed above and beyond this will be by negotiation and recompensed through time off in lieu (TOIL).
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## The Person

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- Sets consistently high standards for themselves in their professional conduct, accuracy and reliability, and supports others to do the same.
- Communicates clearly and sensitively, both in writing and face-to-face, with students, staff, parents/carers and visitors.
- Possesses strong organisational skills, with the ability to prioritise tasks, manage time effectively and maintain attention to detail in a busy environment.
- Acts as a welcoming and professional ambassador for Durham Sixth Form Centre, reflecting our values of care, inclusion and excellence.
- Contributes positively and flexibly to team efforts, showing adaptability and a proactive approach to problem-solving.
- Demonstrates outstanding interpersonal skills, building respectful and supportive relationships with students and colleagues.

## Person Specification

	Essential	Desirable
<b>QUALIFICATIONS AND TRAINING</b>		
At least 5 GCSEs including GCSE English and Maths qualifications.	*	
Confident use of ICT, including spreadsheets and Google Workspace applications.		*
A commitment to ongoing professional development and skills upgrading.	*	
<b>EXPERIENCE AND KNOWLEDGE</b>		
Experience of working in a busy administrative or reception role (education setting desirable).	*	
Ability to manage competing priorities and work accurately to deadlines.	*	
Knowledge and understanding of safeguarding and maintaining confidentiality.	*	
Experience of building positive relationships with young people, colleagues, and external stakeholders.	*	
<b>SKILLS</b>		
Excellent organisational skills with attention to detail and accuracy.	*	
Strong interpersonal skills, with the ability to build trust and rapport.	*	
Effective oral and written communication skills with a wide range of audiences.	*	
Ability to think on your feet, respond proactively, and work under pressure.	*	
Ability to learn from your mistakes, listen and to 'bounce back' with positivity.	*	
Flexible, adaptable approach to cope with a wide range of situations.	*	
Team player with the ability to contribute positively to a collaborative environment.	*	
<b>PERSONAL QUALITIES</b>		
Calm, professional, and approachable manner.	*	
Optimistic, enthusiastic, and resilient, with a good sense of humour.	*	
Reliable and professional, with exemplary health, attendance, and punctuality.	*	
Commitment to inclusion and to supporting the values, vision, and direction of Durham Sixth Form Centre.	*	
Dedicated to safeguarding and promoting the welfare of young people.	*	
Motivated by a genuine conviction to make a positive difference.	*	
<b>COMMITMENT, EQUALITIES AND SAFER RECRUITMENT</b>		
Commitment to upholding and promoting the trust values with honesty, loyalty and fairness.	*	
Promote and safeguard, at all times, the welfare of children and young adults.	*	
Demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the appropriate policies.	*	
Demonstrate an understanding of the importance of forming and maintaining appropriate relationships and personal boundaries with young people and colleagues.	*	

## Application Guidance

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### APPLICATION FORM

The Application Form should be completed using the GoogleForm which can be found by clicking this [APPLY NOW](#) link or visiting our website: [www.durhamsixthformcentre.org.uk/vacancies/](http://www.durhamsixthformcentre.org.uk/vacancies/)

### APPLICATION LETTER

The supporting Letter of Application should be no more than two sides of A4 and should set out the particular strengths that you would bring to the post and how you feel you meet the criteria outlined in the job description and person specification. The supporting Letter of Application should be uploaded in the relevant section on the GoogleForm.

### RECRUITMENT DATES

CLOSING DATE	10am, Thursday 25 Sept 2025 <b><i>*This position is subject to being closed early.</i></b>
INTERVIEW DATE	w/c Monday 29 Sept 2025

Should you need any further assistance please contact [louise.feasey@durhamsixthformcentre.org.uk](mailto:louise.feasey@durhamsixthformcentre.org.uk)  
Applications received after the closing date/time will not be considered.

### AFTER SUBMITTING YOUR APPLICATION

If you have not heard from us within 4 weeks, please assume that you have been unsuccessful on this occasion.

## Shortlisted Candidates Guidance

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### REFERENCES

All appointments will, in accordance with statutory guidance, be subject to a comprehensive checking process including references from current and previous employers. References will be requested prior to interview, except for support staff roles where there are exceptional circumstances, and the applicant does not give consent to do so on the application form.

### DIGITAL CHECKS

Online searches may be conducted as part of the Trust's due diligence checks. [Section 226. KCSIE 2024.](#)

### DBS

Providence Learning Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all employees and volunteers to share this commitment. We conduct pre-employment checks in line with 'Keeping Children Safe in Education' and the Trust's Safeguarding Policy which is available on our website.

An application for a DBS certificate will be submitted for all candidates once they have been offered the position. For posts in regulated activity, the DBS check will include a barred list check. During the recruitment process, any offences, or other matters relevant to the position will be considered on a case-by-case basis.

Appointments will have a right to work in the UK check, an enhanced DBS check and a further check against the appropriate barred list. Please note this post is exempt from the Rehabilitation of Offenders Act 1974.

### PRE-OCCUPATIONAL HEALTH

Pre-occupational health checks are an essential part of the selection and recruitment process to assess if any reasonable adjustments are required.

### EQUAL OPPORTUNITIES

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community. Applicants with disabilities will be granted an interview if the essential job criteria are met. As a disability confident employer, we are committed to employing disabled people and people with health conditions making reasonable adjustments to support disabled applicants when required.

## Staff Benefits

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At our Trust, we deeply value the health and wellbeing of our staff, recognising that a happy, supported team is essential to delivering the best outcomes for our students. We are committed to fostering a positive working environment where staff feel cared for, empowered, and equipped to thrive both personally and professionally.



### Pension scheme

All contracted members of staff will be automatically enrolled into either the Teachers' Pension Scheme or the Local Government Pension Scheme (whichever is appropriate).



### National terms and conditions

We offer national terms and conditions in line with the School Teacher's Pay and Conditions document (STPCD) and Burgundy Book for teachers or the NJC Green Book for support staff.



### Training and development

Professional development opportunities aimed at the continuous process of enhancing your skills, knowledge and competencies discussed with your appraiser on an individual basis.



### City centre parking

Durham City Centre barriered private parking for staff whilst at work which extends to free all year round parking, 24 hours a day, 7 days a week, 365 days a year.



### Staff wellbeing working group

For the staff, by the staff, our wellbeing working group meet at least 3 times a year and is open to all members of staff. To date the group has raised money for charity, built a Staff Wellbeing portal, organised socials, sporting events and family days out.



### Healthcare services

All staff benefit from a range of comprehensive health and wellbeing services including: GP service which gives staff the access to a General Practitioner around the clock, 24/7, access to nurse support services and physiotherapy provided face-to-face at times, dates and locations convenient to our staff.



### Live webinars

Online webinars for Mental Health First Aid and Stress Coaching are available to staff which run frequently throughout the year with a choice of dates and times.



### Health and Wellbeing

Free Flu vaccines, menopause counselling and access to financial wellbeing coaches through our staff absence insurance policy.



### Daily breakfast

We provide a selection of hot drinks, cereals, croissants, toast and jams complimentary each morning in the refectory for staff and students.



### Lifestyle

Our lifestyle benefits include shopping discounts with hundreds of online and high street retailers and discounted gym membership.



### Free Will Writing Service

Organised through the Financial Guys, all staff are provided with a free single basic Will which also includes a 50% discount for partners.



### Blue Light

Blue Light Card have now added Teaching and Support staff to the list of careers that are able to apply for their card. When applying please upload your staff ID badge as evidence.



**INVESTORS IN PEOPLE®**  
We invest in people Platinum