



STUDENT RECEPTIONIST & PASTORAL ADMINISTRATOR

Support Staff Role

Grade 4 (SCP 5 - 8)

Candidate Information Pack

01 September 2026



Welcome from the Chief Executive

Welcome and thank you for your interest in joining our team. It is with great pleasure and enthusiasm that I introduce you to the **Providence Learning Partnership** and our lead institution, **Durham Sixth Form Centre**.

Providence Learning Partnership is a forward-thinking Trust established with a clear mission: transforming lives through education. 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 East of England through the cultivation of lifelong learners. While our roots are firmly planted in the success of Durham Sixth Form Centre, we are currently in an exciting period of growth. We are working closely with the Department for Education and Durham University to establish the Durham Mathematics School - a specialist city-centre provider for A Level mathematicians, scientists, and computer scientists - with further announcements expected in the coming months durham-mathematics-school.org.uk.

Our Lead School: Durham Sixth Form Centre

As Principal of Durham Sixth Form Centre, I am immensely proud of our standing as a large, "outstanding" post-16 provider. With approximately 1,800 students drawn from over 60 secondary schools across the region, we operate as a "mini-university" in the heart of Durham City. Our campus blends history with innovation, from our original 1913 building to our science wing, 200-seat theatre, state-of-the-art Digital Media Centre, and on-site Art Gallery.

Our results consistently place us among the top providers nationally. In 2025:

- **A Levels:** A* and A*-B grades continue to be higher than the national average which correlates in an above average value added score.
- **Applied General:** Attainment is ranked in the top 2% nationally, with 93% of students achieving Distinction* or Distinction grades.

Our Values

At the heart of our Trust is a commitment to the whole person. Whether through our Trust Development Plan or our daily interactions, we are guided by four core values:

- **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.

We recognise that an exceptional educational experience is only possible through the dedication of our staff. This is why we prioritise professional growth, achieving Investors in People Platinum [and Employer of Year 2025] and CPD Mark accreditation. As noted in our most recent full Ofsted inspection, we have established a culture where students and staff alike flourish in an environment of high expectations and personal excellence.

Join Our Journey

We are looking for individuals who are energetic, passionate about post-16 education, and eager to contribute to a collaborative mission. If you have the skills and aptitude to help us shape the future of post-16 education, based in Durham City, we would welcome your application.

I am excited about the possibilities that lie ahead and look forward to the potential of working together.

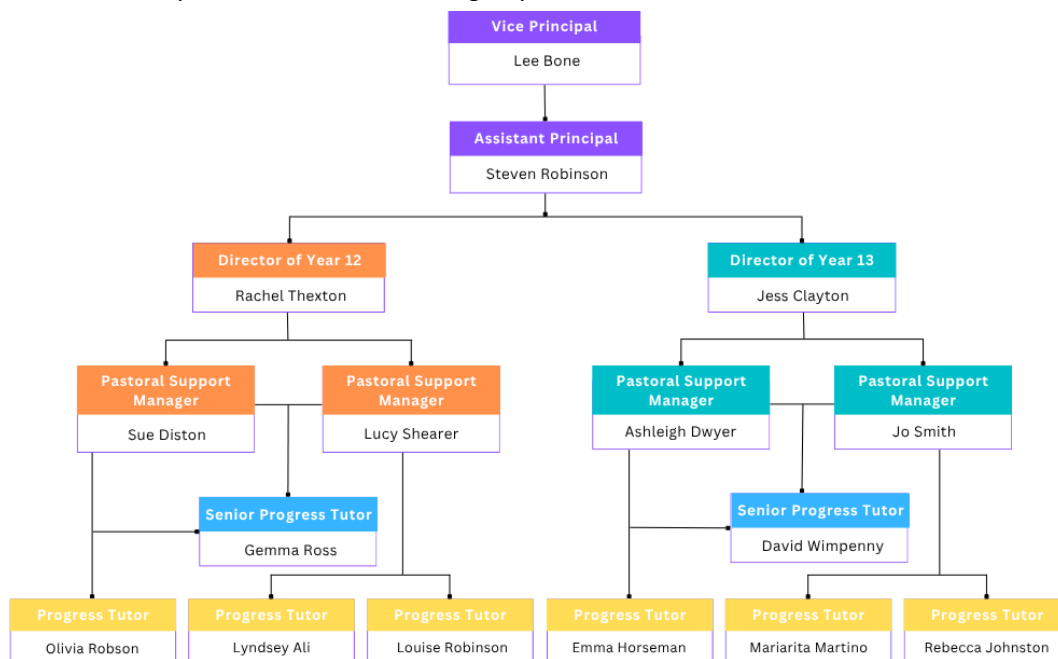
Ellen Beveridge
Principal, Durham Sixth Form Centre
Chief Executive, Providence Learning Partnership

Thank you for your interest in the role of **Student Receptionist & Pastoral Administrator** at Durham Sixth Form Centre. This position arises due to the internal promotion of the current postholder. 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:



In addition to the above, our Pastoral team works closely with the Director of Student Support and Student Support Team, as well as the Health & Wellbeing Team, the Attendance Officer and the Enrichment and PD Lead.

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).

Best wishes,

Lee Bone, Vice Principal

The Role

JOB TITLE	Student Receptionist & Pastoral Administrator
CONTRACT TYPE	Permanent, term-time plus 10 days
HOURS	8.00am-4.00pm, Monday to Friday
GRADE	Grade 4 SCP 5 - 8 (£23,123 - £24,244), (£25,583 - £26,824 whole time equivalent)
START DATE	01 September 2026

ADVERT

We are looking to recruit an exceptional **Student Receptionist & Pastoral Administrator** to join our outstanding team at Durham Sixth Form Centre. This exciting opportunity arises following the internal promotion of the current post-holder within our school.

At Durham Sixth Form Centre, we value excellent support, care and guidance in everything we do. We don't just educate—we inspire, support and champion young people during two of the most important years of their lives and this role plays a key part in supporting both our 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 remember: This position is subject to being closed early so don't hesitate to get in touch.

Job Description

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.

KEY AREAS OF 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 Medical Information Reports, and creating/disseminating period poverty packs for students.
 - Provide administrative support to the Progression team by updating and recording destination data and support the tracking of work experience placements.
 - Complete administrative tasks as identified and requested by the Senior Leadership 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, in line with safeguarding requirements, and ensure they are returned. Follow up cases where they are not.
 - Maintain confidentiality and sensitivity when dealing with student and parent/carer 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).

- 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 Resource Centre effectively to enhance their learning and development.
- Monitor student conduct within the Resource Centre, promoting positive conduct and adherence to the centre's expectations, reporting any concerns to the appropriate member of staff.

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.

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 Trust and school handbooks, policies and protocols.
- 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 Trust's policies and procedures, to contribute to a purposeful learning environment and encourage students to interact and work cooperatively with others.

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.

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.

WORKING HOURS

The working hours for both the whole time and term time position will be:

Day	Hours	Total hours in school	Lunch break	Total hours worked
Monday	8.00am-4.00pm	8 hours	30 mins	7 hours 30 mins
Tuesday	8.00am-4.00pm	8 hours	30 mins	7 hours 30 mins
Wednesday	8.00am-4.00pm	8 hours	30 mins	7 hours 30 mins
Thursday	8.00am-4.00pm	8 hours	30 mins	7 hours 30 mins
Friday	8.00am-4.00pm	8 hours	30 mins	7 hours 30 mins
				37 (+0.5) hour

The term time role includes an additional 10 days which will be negotiated annually, and some of which will be used to facilitate additional weekly working hours. Any additional hours agreed above and beyond this will be by negotiation and recompensed through time off in lieu (TOIL).

Person Specification

APPLICATION	Essential	Desirable
A well-structured letter of application.	*	
Fully supported in references.	*	
QUALIFICATIONS AND TRAINING		
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.	*	
EXPERIENCE AND KNOWLEDGE		
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.	*	
SKILLS		
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.	*	
PERSONAL QUALITIES		
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.	*	
COMMITMENT, EQUALITIES AND SAFER RECRUITMENT		
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

The Trust seeks to ensure that we appoint the right candidate to each job and that applications for employment are treated in a fair and consistent manner. Candidates are responsible for ensuring that they complete all sections of the Application Form in sufficient detail and submit a separate Letter of Application to ensure that both can be properly assessed against the criteria shown in the job description and person specification. Any information provided on CV 's will not be considered for short-listing purposes. If little or no information is provided on the application form, it will be impossible to assess your suitability and you will not be considered for an interview.

1. APPLICATION FORM

The Application Form should be completed in one of two ways:

1. Using either the [GoogleForm](#) and submitting the completed Application Form.
2. Using our Word Document and emailing it to staffvacancies@durhamsixthformcentre.org.uk.

Both options are available on our website at www.durhamsixthformcentre.org.uk/vacancies/

2. LETTER OF APPLICATION

The supporting Letter of Application is a separate document and should be no more than 1,000 words. It 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.

Please upload the Letter of Application with the GoogleForm above or alternatively email your Letter of Application with your Word Application Form to staffvacancies@durhamsixthformcentre.org.uk.

RECRUITMENT DATE(S)

CLOSING DATE	9am, Friday 3rd July 2026 NB: <i>This position is subject to being closed early.</i>
---------------------	---

Applications received after the closing date/time will not be considered.

DISABILITY

Please complete this section to help us ensure a fair and inclusive recruitment process. Under Section 60 of the Equality Act 2010, we collect this information for the following specific reasons:

- **Adjustments:** To establish whether we need to make reasonable adjustments to enable you to take part in the selection process (e.g., interview access or alternative assessment formats).
- **Positive Action:** To take positive action in supporting employment for disabled people. Applicants with disabilities will be granted an interview if the essential job criteria are met.
- **Suitability for the Role:** To establish whether you will be able to carry out a function that is intrinsic to the work concerned.

FURTHER ASSISTANCE

All information is available in alternative formats. Should you require an alternative format or need any further assistance please contact staffvacancies@durhamsixthformcentre.org.uk.

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

REFERENCES

All appointments will, in accordance with statutory guidance, be subject to a comprehensive checking process. Staff at Durham Sixth Form Centre work directly with young people therefore the school reserves the right to seek references prior to interview and this may include references from your current, most recent or previous employers. All referees will be asked about disciplinary offences, even those which have expired prior to an offer of employment. Please note that an offer of appointment will not be made until satisfactory references have been received.

DIGITAL CHECKS

An online search will be undertaken for shortlisted candidates as part of the recruitment process on information available in the public domain. Candidates should disclose anything that may be relevant in line with the most current version of Keeping Children Safe in Education. This search does not form part of the shortlisting process and candidates will have the chance to discuss any issues of concern that may arise during this search at interview.

SAFEGUARDING

Providence Learning Partnership is committed to safer recruitment processes, 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 the most current version of Keeping Children Safe in Education and the Trust's Safeguarding Policy which is available on our website. It is an offence to apply if you are barred from regulated activity relevant to children.

DBS

An application for an Enhanced DBS certificate will be submitted for all candidates once they have been offered the position. If candidates are registered with the DBS Update Service, they must give Providence Learning Partnership consent to check their status. The Trust complies with the Code of Practice issued by the Disclosure and Barring Service. 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.

Please note this post is exempt from the Rehabilitation of Offenders Act 1974. Under the provisions of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975, you are required to disclose information concerning convictions including those which for other purposes are regarded as spent under the Act. A disclosure will be requested for the successful applicant for this post.

RIGHT TO WORK

Candidates who have been offered the position will require a UK Right to Work Check.

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 continue to develop a more diverse workforce and we positively welcome applicants from all sections of the community. With regard to recruitment and selection, the Trust ensures that no job applicant receives less favourable treatment on the grounds of sex, marital status, race, colour, ethnic origin, age, disability, sexual orientation, religion or belief, political beliefs, unrelated criminal conviction(s).

The Equal Opportunities Monitoring Form is not part of the selection process. It will be used purely to monitor diversity of applicants.

CONDITIONAL OFFER OF APPOINTMENT

All offers of employment are conditional, subject to satisfactory pre employment checks including references, enhanced DBS check (with barred list checks), proof of identity, right to work status, qualifications (if applicable) and medical clearance by our occupational health service (if applicable).

Staff Benefits

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.



Working From Home

We are currently trialling working from home. This arrangement supports flexible working and recognises that some tasks, such as planning, marking and resource development, can be carried out more effectively in a quiet, uninterrupted environment.



**THE AWARD FOR UK EMPLOYER
OF THE YEAR: PLATINUM (50-249)**