



**Haberdashers'**  
Crayford Primary

# Receptionist Recruitment Pack

2026



  
**Ofsted**  
Good  
Provider

Together, stronger



**Haberdashers'**  
Academies Trust  
South

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Dear Candidate,

Thank you for your interest in the post of School Receptionist.

We are a Trust of nine schools, all based in South East London. Whilst each of our schools maintains its individuality, we share a common mission: to ensure that every single child and young person in our care is successful at school so that they can flourish and be successful in their lives. We are committed to ensuring this success from 3 to Forever, under our mantra of 'once a Haberdasher, always a Haberdasher'.

**Haberdashers' Crayford Primary** is a thriving one-form entry nursery and primary school serving the local community in Crayford and sharing a site with our linked secondary school, **Haberdashers' Crayford Academy**. Following an inspection in March 2024, Ofsted rated Crayford Primary a 'Good' school, with the school being described as *'a small, friendly, and welcoming environment where staff nurture positive relationships....'*

'Together, stronger' - we want the best people to join our Haberdashers' community and we are committed to a diverse and inclusive student and staff body. Our vision is built from our values of aspiration and achievement, personal responsibility, self-discipline and mutual respect. We are forward looking and value innovation, but always within the context of our long tradition of providing excellent education.

If you are passionate about making a difference and feel that you have the right experience and expertise, I encourage you to apply to join us on our journey.

For a confidential discussion regarding this post, please contact Primary Business Manager Sian Flood [s.flood@habstrustsouth.org.uk](mailto:s.flood@habstrustsouth.org.uk)

I look forward to hearing from you.



**Ms. Jan Shadick**  
**CEO, Haberdashers' Academies Trust South**

Dear Candidate,

Thank you for your interest in the role of **Receptionist**, at Haberdashers' Crayford Primary.

As a Receptionist, you will play a pivotal role at Crayford Primary. You will have responsibility for all front of house tasks and supporting the team with admin tasks.

I am delighted that Crayford Primary was rated a 'Good' school by Ofsted in March 2024. We provide targeted support and a broad education to enable each and every one of our pupils to reach their full potential and to grow into well-rounded members of our community. Ofsted inspectors highlighted the following key strengths:

- Pupils enjoy attending Haberdashers' Crayford Primary
- We maintain high expectations for learning and achievement, resulting in strong pupil progress across various subjects, including SEND
- We have designed an ambitious and rich curriculum, and we effectively support pupils with SEND
- We actively promote a love of reading, using diverse book selections to enhance pupils' comprehension and understanding of the world

I hope that this brief information, alongside the recruitment details, encourages you to apply to join us in our exciting current phase of development.

I look forward to receiving your application and welcoming you to Haberdashers' Crayford Primary.

Kindest regards



**Ms Kate Ellis**  
**Principal, Haberdashers' Crayford Primary**



## About Haberdashers' Academies Trust South



We are a multi-academy trust consisting of four secondary schools and five primary schools and have been educating children and young people since 1876.

Our moral imperative at that time was to ensure that every child in our care received the best possible education in order to make the best start in life. That moral imperative remains today, underpinned by ethos of working together and our values of being ambitious, always growing and contributing to the world as global citizens.

In a complex world, we need our children and young people to be as well equipped for their future as possible so that they can flourish. We will support them to become compelling individuals so that by the time they leave us they will have experienced a range of opportunities that not only build their mind but also build their character.

We are proud to be a diverse community and take seriously the need to ensure that every child, young person and adult connected with our schools feels included, welcomed and listened to. This is an important part of who we are and our commitment to equality and fairness. This commitment remains at the forefront of our work.

To find out more about Haberdashers' Academies Trust South, please visit:

[www.habstrustsouth.org.uk](http://www.habstrustsouth.org.uk)

## VISION 2026 Every School an Excellent School

It is the Trust's vision for all of our schools to be excellent schools. Our mission is to ensure that every one of our children and young people flourishes at school so that they can be successful in their lives.

### Our three main objectives are:

- Excellent outcomes for all children and young people so that they can be successful in their next steps and future lives;
- To be regarded as a great employer, attracting, retaining and developing the best staff;
- To be the Trust of choice and a welcome presence in our communities.

To find out more about our Vision and Strategy, please visit:  
<https://www.habstrustsouth.org.uk/Our-Vision-and-Strategy>

## Our Sponsors

Our sponsors are a huge part of the culture within our schools. The links with our sponsors are a unique and special part of what makes our Trust and schools what they are today.



### The Worshipful Company of Haberdashers

Our main sponsor is the Worshipful Company of Haberdashers, one of the Great Twelve Livery Companies of the City of London. Education is hugely important to the Haberdashers' Company and today there are more than 12,000 children and young people in its' family of 19 schools. The Haberdashers' network of maintained and independent schools stretch across the country, covering north London, Shropshire and Monmouth and our own Trust, in south London and Kent. We have regular opportunities to collaborate with the wider network of Haberdashers' schools on a number of initiatives and events.

The Haberdashers' Company supports our pupils in many ways. There are a number of educational and careers initiatives that are organised by the Company, such as the Livery Academy Awards, Monmouth - City of London Work Experience, Haberdashers' Musician of the Year, an annual Year 7 visit to the prestigious Haberdashers' Hall, cross school sporting competitions, mentoring, trips and much more. Each year, a number of Year 13 pupils receive scholarships that will support them financially through university and the Company fund a number of projects throughout the school year. The relationship with the Haberdashers Company is central to the success of the Haberdashers' Advantage enrichment programme, and pupils, parents and staff are proud of this relationship.

Being part of the Haberdashers' community is very important to us as a school. The Haberdashers' come and visit us each year to hear from the children, to see what has been happening in our school and to celebrate our achievements. The Haberdashers' Company supports pupils, past and present, as they progress through their educational and professional journey, which offers our pupils something truly unique.

Find out more: [www.haberdashers.co.uk](http://www.haberdashers.co.uk)



### Temple Grove Schools Trust

Temple Grove Schools Trust is a charitable trust dedicated to raising standards for primary education. The Trust was founded some 50 years ago and springs from one of the country's oldest prep schools, Temple Grove founded in 1810. The Trust seeks to provide all children with a breadth and depth of learning opportunities in order to realise individual aspirations and potential.

Our primary schools are extremely fortunate to have a partnership with the Temple Grove Schools Trust. Schools benefit from bursaries that allow us the opportunity to give our children learning experiences they may not get at other schools; including music lessons, professional coaches and multiple trips.

Find out more: [www.templegrove.org.uk](http://www.templegrove.org.uk)

# Role Description

<b>Job Title:</b>	School Receptionist
<b>Contract Length:</b>	Permanent Term Time only
<b>Salary:</b>	Band 3 - point 9-12 - £22620 - £24272
<b>School/ Service:</b>	Haberdashers' Crayford Primary
<b>Location:</b>	Iron Mill Lane, Crayford DA1 4RS
<b>Hours:</b>	35 hours per week, term time only + 5 days in half term across the academic year
<b>Accountable to:</b>	Senior Admin Officer
<b>Start date:</b>	1 <sup>st</sup> September 2026

## About the role

Haberdashers' Crayford Primary are looking to appoint an outstanding receptionist. The core purpose of this receptionist post is to act as the initial point of contact for incoming phone calls, visitors, parents and pupils with a professional, helpful and friendly approach to build positive ongoing relationships. You will be working closely with the Senior Administration Officer thereby contributing towards the smooth running of the school. You must have high attention to detail, exceptional IT skills, written and verbal communication skills and be able to work autonomously. Your professional, friendly approach, great customer service and positive attitude is essential in this busy role.

## General Responsibilities

- Ensure that visitors to the school are received courteously and punctually.
- Deal with correspondence, telephone calls, visitors and enquiries.
- Ensure reception is appropriately resourced ensuring the correct signing in and out of all visitors.
- Liaise with staff and deal with enquiries in a friendly, efficient and approachable manner.
- Act as the main point of contact for the school in reception and by phone.
- Assist staff and pupils with the information and support they need.
- Seek support from colleagues where necessary to respond to complex enquiries.
- Complete first aid training and administer first aid when required.

## General Administration

- Update manual and computerised record/information systems.
- Update and maintain the school calendar.
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member, as necessary.
- Manage and organise completed forms for parents and guardians.
- Report any issues with the school's IT system.
- Provide administrative support for staff as needed.
- Order, monitor and manage stock, ensuring best value following the school's purchasing process.
- Carry out filing, printing and photocopying. Maintain the operation of the photocopier to ensure it is ready to use at all times, resolving issues as necessary.
- Provide administrative support for HR and finance functions as directed by the Senior Administration Officer, ensuring tasks are completed accurately and in a timely manner.
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment and providing refreshments as necessary.
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times.
- Coordinate the administration of Clubs, educational visits, transport bookings.

# Key duties

## Attendance Administration

- Monitor and maintain accurate records of pupil attendance, producing reports as necessary.
- Monitor the late arrival of pupils and contact parents/guardian to identify reasons for non-attendance, ensuring all safeguarding procedures are followed.
- Work with attendance lead to send letters to parents and liaise with the EWO.

## Communications

- Coordinate communications with stakeholders including website management, newsletters and letters to parents.
- Produce a weekly and termly primary newsletter.
- Maintain and update the website with notices and new documents.
- Write and send email responses that are professional and uphold the school's vision and values.
- Assist with marketing and promoting the school.

## Finance

- Enter data in the school's finance systems.
- Carry out financial administration in line with the school's procedures.
- Take delivery and sign off orders.

## Safeguarding

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures.
- Be alert to unknown individuals on the school's premises and report any concerns in line with the school's procedures.
- Administer the school's filtering and monitoring system for online safety, and escalate any safeguarding concerns following the correct safeguarding procedures.



# Person specification

	Essential Criteria	Desirable Criteria	Method of Assessment: Application (A) Interview (I) Assessment (AS) References ( R)
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Clear commitment and understanding of the Trust ethos, vision and values and an ability to uphold them</li> <li>• Belief in equality and opportunity for all, ensuring that all staff feel included and listened to</li> <li>• Ability to establish and articulate a clear vision in an engaging way</li> <li>• Determination and resilience</li> <li>• High level of interpersonal and communication skills and the ability to build relationships and influence at all levels – engaging with a range of stakeholders successfully</li> <li>• Commitment to collaborative working</li> <li>• High expectations of achievement, conduct and behaviour and a willingness to address situations where these fall short</li> <li>• Commitment to safeguarding and promoting the welfare of children and young people</li> </ul>		<p>A, I, AS, R</p> <p>A, I, AS, R</p> <p>A, I, AS, R</p> <p>A, I, AS, R A, I, AS, R</p> <p>A, I, AS, R A, I, AS, R</p> <p>A, I, AS, R</p>



“ I applied to Haberdashers because it’s always been one of those prestigious schools.

There is always somebody here to support you, to push you, to drive you and we all share the same goal – to provide a good education for all the children that come to our schools”

Emily Gyimah, Principal  
Haberdashers’ Hatcham Primary

# Staff Experience

Our People Strategy outlines our approach to people development and people management. It sets out how every one of us can have confidence in the support and opportunities we receive as we strive to be the best that we can be.

It is important to us that we are recognised as a great employer. We want to attract, recruit, retain and develop the best staff for our Trust and ensure that they reflect the diversity of the schools and communities that we serve. Our recent Staff Experience Survey highlighted some key strengths:

**77%**  
enjoy  
working  
here

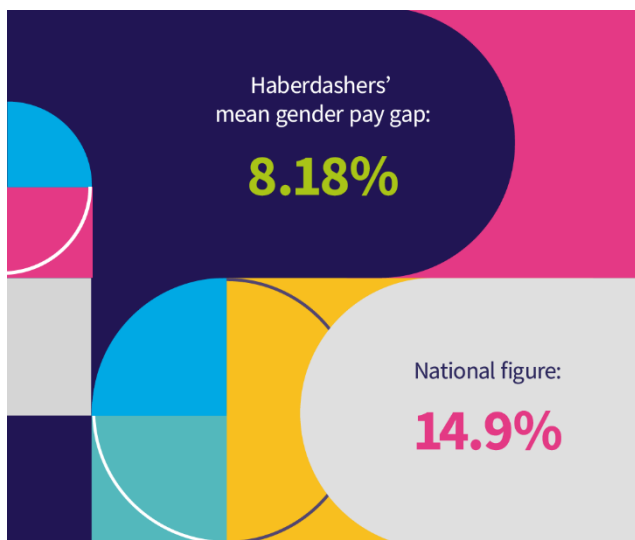
**90%**  
understand the  
Trust vision  
and their role  
in it

**82%**  
agree this is an  
inclusive  
workplace

**3/4**  
agree their  
professional  
learning is  
supported here

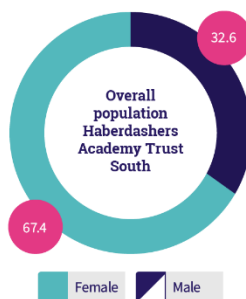
**2/3**  
would recommend  
working here  
to others

We are also proud of our Gender Pay Gap, which is significantly lower than the national average and the education sector as a whole. We are currently developing our Ethnicity Pay Gap information.



Haberdashers' Academies Trust South

Population by hourly pay quartiles



Why Haberdashers?

# Staff Benefits

At Haberdashers' Academies Trust South, we believe that investing in our staff is crucial for our success. That's why we offer a range of benefits that cater to your professional growth, well-being, and financial security.

Here are some of the benefits you can expect when you join us:

**Perkbox:** Our cutting-edge reward and benefits platform empowers you to acknowledge your colleagues' accomplishments through its celebration tool. You can gain flexi and reward points, which can be redeemed at various high street and online retailers for treats and every day essentials. Additionally, you have the option to make charitable donations.

**Pension Scheme:** (eligible and enrolled participants): From 1 April 1 2024, for teachers, the Trust will contribute 28.68% to your pension fund. Support Staff will receive a 19.80% contribution to their pension pot from the same date.

**Professional Learning:** Our dedicated team at Habs Institute for Professional Learning is devoted to nurturing your professional growth. We offer excellent training opportunities for all staff throughout the year and provide partial funding for qualification pursuits.

**Employee Assistance Program (EAP):** Our EAP encompasses a 24-hour, free, and confidential counselling service. It includes access to online cognitive-behavioural therapy and management consultations to support Line Managers.

**Well-being:** Enjoy complimentary access to the award-winning Headspace app, along with free mindfulness courses to enhance your overall well-being.

**Staff Development:** Explore secondment opportunities within the Trust or external organisations, providing valuable experiences for your professional development.

**Ride to Work and Cycle to Work Schemes:** Take advantage of substantial discounts through tax allowances for either purchasing a bike or opting for bike hire, promoting a healthier and more sustainable commute.

**Season Ticket Loans:** Enjoy discounted annual travel fares through our salary-deductible Season Ticket Loan and save on your travel overall.

We are committed to helping you thrive in your career and personal life. Join our team and enjoy the benefits of working with a supportive and forward-thinking organisation.

Why Haberdashers?

# Staff Incentives

We know that staff are our greatest asset in achieving our vision for every school to be an excellent school and for our children and young people to flourish and succeed.

To incentivise like-minded and talented people who care about the work we do at the Trust, to join us and stay with us, we have recently introduced :

## Talent Connect Bonus

Refer a friend or connection to apply for a role at the Trust and receive a £300\* bonus when they successfully complete their probation period.



## Welcome Reward

Those employed in 'hard to fill' roles to receive a Welcome Reward of £500\* after successfully completing their probation period.



## Milestone Appreciation Award

Long-serving members of staff to receive a £500\*\*\* reward and congratulatory letter from the CEO for reaching 5, 10, 15, 20 and 25-year anniversaries with the Trust.



\* subject to tax and National Insurance contributions, and other terms and conditions. Some senior leaders will be exempt from receiving the Talent Connect Bonus.

Why Haberdashers?

“I came to interview and the questions were more about the holistic experiences of children and that perspective of education just really interested me.

It’s great being part of the Haberdashers’ community because you have all these partner schools and colleagues that you may not necessarily know on a first name basis but its really interesting to learn from each other and share best practice on Trust Inset Days. It’s nice to be a part of a wider community”

Amy Spicer, Year 5 Teacher  
Haberdashers' Slade Green Primary



## Recruitment process and additional recruitment information

**Closing date: 9am Monday 6<sup>th</sup> July 2026**

**Interview date: Week commencing 13<sup>th</sup> July 2026**

**Start date: 3<sup>rd</sup> September 2026**

### Recruitment Process:

Once you have submitted your application, it will be assessed against the criteria in the person specification. If you score well against this criteria, you will then be invited to attend an interview. Details will be made available when selected, but the interview is likely to include:

- A written/practical task
- A face-to-face interview

### Special Requirements:

If you require reasonable adjustments prior to your interview, these can be arranged by emailing [s.flood@habstrustsouth.org.uk](mailto:s.flood@habstrustsouth.org.uk)

### Equality and Diversity:

We recognise the benefits of a diverse workforce. We are committed to eradicating discrimination in the workplace, becoming an employer of choice, for all staff to believe that they have a voice and be empowered to make a difference

**References:** We will obtain references from your referees if you are successful at interview. In order to prevent any delays, please ensure that the reference section of the application form is accurate and completed in full.

**Right to work in the UK:** Section 8 of the Asylum and Immigration Act 2006 makes it a criminal offence for an employer to take on a new employee whose immigration status prevents him/her from taking up employment. If you are invited to attend an interview, you will be asked to produce original and up to date documentary evidence of your right to work in the UK.

**Data Protection:** Any data about you will be held securely with access restricted to those involved in dealing with your application in the selection process. By signing and submitting your application form, you are giving consent to the processing of your data.

**Criminal Convictions:** All education establishments in the UK are exempt from the Rehabilitation of Offenders Act 1974. In practice, this means that all shortlisted applicants must inform on all spent and unspent convictions on their application form and when completing a Disclosure and Barring form. Failure to provide this information may result in dismissal. List 99 is also obtained on anyone who will be working or coming into contact with children; and must be received by the School before employment can commence.



## **Haberdashers'** Crayford Primary

For a confidential discussion about this post or to arrange a visit to our school, please contact Primary Business Manager Sian Flood on [s.flood@habstrustsouth.org.uk](mailto:s.flood@habstrustsouth.org.uk)

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Thank you for your interest in  
Haberdashers' Crayford Primary.  
We look forward to receiving your  
application.

[www.habscrayfordprimary.org.uk](http://www.habscrayfordprimary.org.uk)

Haberdashers' Crayford Primary  
Iron Mill Lane, Kent DA1 4RS