



July 2026

Dear Applicant,

Thank you for expressing an interest in the post of permanent full-time Receptionist at Ysgol Penglais. This post is a dynamic role that requires a very hands-on and multi-tasking approach to the working day. You will be joining the school at a very exciting time as we live our vision for Penglais.

'Ysgol Penglais is a happy, ambitious, diverse and high-achieving school where everyone is respected and valued'. We work hard with staff, students, parents and the governing body to ensure that Ysgol Penglais is the excellent school that our students and community deserve. We are continually working to achieve the highest standards of student achievement, behaviour and teaching and learning.

We have an experienced body of staff who work hard and maintain a supportive and friendly ethos. Our students want to achieve more than they thought possible and want to be challenged and supported to do so. There are many different needs within the school, and the ALN department work hard across the school to support students when needed. The 6th form is very strong with about 230 students, achieving excellent results again this year.

By joining Ysgol Penglais, you will be supported professionally to achieve excellence in your role. I can promise you a demanding but ultimately rewarding experience as we move forward to becoming an excellent school.

The enclosed information gives you a snapshot of the school. If you would like further information, please contact Helena Clements by email at hcl@penglais.org.uk or on 01970 624811. I look forward to receiving your application.

Yours sincerely

Mair Hughes
Headteacher



Pennaeth / Headteacher:- Ms Mair Hughes



PENGLAIS SCHOOL'S VISION: Striving for Excellence

Ysgol Penglais is a happy, ambitious, diverse and high-achieving school where everyone is respected and valued. We are a strong, actively inclusive community, where everyone cares for each other. By developing our independent skills and working with staff, families and others in our community we will achieve and become our very best. The school is vibrant with students and staff co-operating, learning, thinking and working hard. We empower students to take on challenges and recognise that this is key to their individual growth. By developing confidence, resilience, bravery, independence and acceptance, our students will become responsible citizens of their communities, Wales and the world.



PENGLAIS SCHOOL VALUES

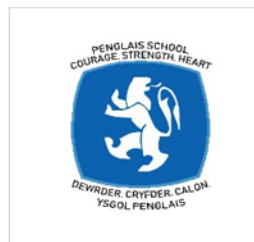
Being respectful and kind

Being ambitious and resilient

**Developing independence,
confidence and responsibility**

**Embracing diversity and
celebrating success**

**Being proud and active citizens in
our communities**



Receptionist Level 3: Grade 6

We seek to appoint a receptionist who will work independently to manage a very busy Reception as well as working as part of the Administration team. The right candidate will enjoy working in a dynamic and very busy environment, when 'thinking on your feet' is essential. The main qualities required to succeed in the role are excellent professional communication skills; an ability to prioritise; flexibility and the ability to remain calm under pressure. You will enjoy working with students, parents and staff and be able to communicate information in a timely and effective manner.

This is an ideal opportunity for an ambitious candidate to play a key role in increasing the aspirations and success of our students, thereby contributing to the journey of Ysgol Penglais in becoming an excellent school.

Ysgol Penglais has much to offer:

- a research-based school with good relationships between staff and students
- a commitment to the professional development of all its staff to become outstanding teachers and leaders
- access to the bustling university town of Aberystwyth
- located on the beautiful Ceredigion coast, an area of natural beauty

For further details please contact Helena Clements (PA to the Headteacher) on 01970 624811 or email hcl@penglais.org.uk

Ysgol Penglais is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful candidates must be willing to undergo Enhanced DBS and other checks appropriate to the post.

Ysgol Penglais is an equal opportunities employer.

Closing date: 24/08/2026

Interviews: Week commencing 7th September 2026

Job Description – Receptionist

Job title: Receptionist
Salary grade: Level 3: Grade 6
Hours and weeks: 37 hrs per week, term time + 2 weeks in summer holidays
Accountable to: PA to Headteacher

Core Purpose:

- To be responsible for Reception
- To undertake administration duties to assist the PA and Student Support Services
- To assist with the organization of school trips

Key accountabilities	Key tasks
To be responsible for Reception	• To be responsible for the daily smooth running of Reception • To answer all telephone calls in a professional and timely manner, ensuring that the caller's requirement is ascertained and handled at Reception whenever possible • To monitor the admin@penglais.org.uk email regularly throughout the day and pass on any relevant messages to the relevant member of staff in a timely manner • To take detailed messages and pass them on by email to the relevant member of staff in a timely manner • To maintain a clean, tidy and professional reception desk • To ensure the effective operation of the reception desk for all visitors to the school giving them information and directions to assist them • To ensure all visitors have completed the relevant CP forms, if necessary and provide all visitors with visitor badges • To operate the school's entry system, to identify students and visitors • To sort all incoming post and outgoing post and take all outgoing post to the post office/County office as required • To send out correspondence to parents by MCAS as requested • To update the school events calendar • To make bookings for all meeting rooms • To be responsible for lockers • To send out bus passes and dinner cards to students • To order and maintain the stationery for all administration support staff • To assist in decorating the cube as necessary • To assist with first aid
To undertake administration duties to assist the PA, Student Services and other Admin staff	• To be the first point of contact for all information to be sent by MCAS • To support the Attendance officer with updating registers on Bromcom, and making calls for ill students as necessary

	- To assist with many administrative tasks including second addresses, detention letters, student reports as necessary - To assist with arrangements for organizing school photos etc.
To assist with the organisation of school trips	- To assist members of staff with the organization of school trips - To book buses as required by staff for various trips, liaising with bus companies to find the best price
Other	- Comply with and assist with the development of policies and procedures relating to the child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person - Be aware of and support difference, and ensure equal opportunities for all - Attend and participate relevant meetings as required - Participate in training and other learning activities and performance development as required - Recognise own strengths and areas of expertise of themselves and the team and use these to advise and support others - Share expertise and skills with others - Develop constructive relationships and communicate with other agencies / professionals - Participate fully in the school's performance management programme - Undertake other duties commensurate with the status of the post as may from time to time be determined by the Headteacher

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once each year, but may be subject to modification or amendment at any time after consultation with the holder of the post

Person Specification - Receptionist

Qualifications	- GCSE Grade C or above in English and Maths (or equivalent) - NVQ Level 3 or equivalent or experience in relevant discipline
Experience	- Several years' experience of working in an office environment - Experience of working with children or young people - Experience of working in school and of working with Bromcom (Desirable)
Skills	- Work constructively and flexibly as part of a team, understanding school roles and responsibilities and your own position within these - Excellent organisational and administrative skills - Excellent professional communication with children and adults, including on the telephone - Excellent interpersonal skills - Very good ICT skills and keyboard skills - Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation
Abilities	- Ability to remain flexible and calm when working under pressure - Ability to relate well to children and adults - Ability to prioritise your work

	• Ability to work individually and as part of a team • Ability to multi-task • Ability to use initiative • Ability to self-evaluate learning needs and actively seek learning opportunities • Ability to speak Welsh is desirable but not essential
Qualities	• A willingness to develop your own professional skills and knowledge by attending appropriate courses / training • A flexible, patient and hardworking approach to working as part of a team • Self-motivated, focused and driven • A demonstrable commitment to the safeguarding of students and child protection • A demonstrable commitment to equal opportunities • Excellent attendance and punctuality • Good sense of humour
Other	• Commitment to the school's ethos, aims and its whole community

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