



Job Description:

Receptionist – The Bridge

(Term Time + 4 weeks)



**Receptionist – The Bridge
(Term Time + 4 weeks)
REF: LSU051-848**

The role:

This post is based at The Bridge, a specialist transition provision supporting young people with EHCPs who require a nurturing, alternative pathway into education. The Receptionist will provide a warm, calm and professional front-of-house service, acting as the first point of contact for learners, families, professionals and visitors. The role is central to creating a safe, welcoming and inclusive environment where young people feel supported to re-engage with education.

The post holder will also provide essential administrative support to ensure the smooth running of the provision.

Responsible to:

The postholder is responsible to the Centre Manager: The Bridge

Key Accountabilities and Responsibilities:

- Provide a welcoming, supportive and professional reception service, reflecting The Bridge's nurturing ethos.
- Act as the first point of contact for learners, parents/carers, staff and external professionals, responding sensitively and appropriately to a wide range of needs.
- Provide information, advice and signposting services to all enquirers, ensuring clear and accurate communication at all times.
- Handle all enquiries, including telephone, email and face-to-face contact, taking and forwarding messages as required.
- Maintain a calm, reassuring and supportive front-of-house environment, particularly for learners experiencing anxiety or emotional vulnerability.
- Manage visitor processes, ensuring safeguarding and security procedures are followed at all times.
- Maintain accurate records of attendance, visitors and communications in line with procedures and GDPR requirements.
- Support administrative processes including data entry, filing, reports, photocopying, printing and document preparation, ensuring a high-quality service.



- Assist with coordinating learner appointments, meetings, transition visits and onboarding arrangements for new learners, including liaison with families and professionals.
- Provide administrative support for admissions, transition processes and ongoing learner engagement.
- Support events and activities across The Bridge, including open events, transition visits, family engagement meetings and multi-agency reviews.
- Work collaboratively with staff to support learners' re-engagement with education, positive routines and the smooth day-to-day operation of the provision.
- Undertake any other duties commensurate with the post as may be required from time to time.
- The role may involve occasional evening or event support.
- The post holder must maintain a professional standard of conduct and appearance.
- A commitment to safeguarding and promoting the welfare of all service users is essential.

The above duties are indicative of the requirements of the post at the time of recruitment. It is management policy that roles and responsibilities are reviewed on a regular basis leading to possible modifications where appropriate. Staff may be asked to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which the College operates.

The Person:

The successful candidate will be the one whose professional and personal qualities correlate most closely with the following profile:

Qualifications and Attainments	Essential/ Desirable	Method of Assessment
Level 2 (or equivalent) in English and Maths	E	A
Willingness to complete training as required, upon appointment (e.g Team Teach, First Aid)	E	A/I

Experience		
Experience of working in a reception or front facing role	D	A/I
Experience of providing information and excellent customer service and support	D	A/I
Experience of working with young people	D	A/I



Knowledge, Skills and Attributes		
Understanding of SEND and the needs of young people in education	E	A/I
Excellent interpersonal/communication skills	E	A/I
Committed to delivering a high-quality service	E	A/I
Ability to empathise with and support students, parents/carers where required	E	A/I
Approachable, friendly and professional	E	I
Able to engage with people from a range of backgrounds and respond appropriately	E	A/I
Understanding of confidentiality and data protection	E	A/I
Ability to work as a team	E	A/I
Ability to work under own initiative	E	A/I
Ability to work quickly and accurately	E	A/I
Understanding of safeguarding practices	E	A/I
Ability to work in a way that promotes the safety and wellbeing of children & young people	E	I
To work in accordance with and promote the Southport Education Group's Staff Charter, "Our Values"	E	I
Positive, flexible and adaptable approach	E	I
Willingness to commit to adhering to Southport Education Group policies and procedures with regards to Safeguarding, Prevent, Equality & Diversity, Health & Safety, GDPR etc.	E	I

Method of Assessment: A – Application, I – Interview, AS – Assessment

Salary:

£21,126.61 to £21,941.90 per annum

For information, the all year-round equivalent is £24,177.00 to £25,110.00 per annum.

In order to ensure that employees who are employed on a term time only basis receive regular payments throughout the year, annual salaries are paid in 12 equal monthly instalments in line with the College's leave year (1 September to 31 August).

Please note, in the event of an appointment, contractual change or termination of employment mid-way through the College's leave year, the annual salary for the relevant leave year will need to be recalculated in order to ensure that the correct payment is received based on the projected working hours/weeks or actual working hours/weeks including any entitlement to accrued holiday pay.



Summary of Terms and Conditions of Employment:

There will be an annualised working year of 1,309 hours. The weekly pattern of hours to be worked are commensurate with the needs of the College.

The post-holder will be entitled to receive normal remuneration for all Bank and Public Holidays normally observed in England and Wales (currently eight days) and to a further 39 working days' (239 hours) holiday in each holiday year (being the period from 1 September to 31 August). The College may close for a number of working days in the interest of efficiency. If this occurs the taking of annual leave will be directed by the Corporation up to a maximum of 9 days. Typically, these closures occur over the Christmas and Easter periods.

Evening and/or early morning duty may be necessary during August, September and January for enrolment/examination registration and general enquiries. Annual leave may not be taken from 20 August until the 2nd week in September.

The postholder will be eligible to contribute automatically to the Merseyside Pension Fund (subject to qualifying conditions). Details of the scheme in operation can be found in the vacancies area of the College's website.

During their employment with the College the postholder will be expected to conduct themselves in a manner appropriate to the professional image of the College. The postholder will be expected to provide a prompt and efficient service and to maintain appropriate standards of personal appearance at all times.

A disclosure from the Disclosure and Barring Service (DBS) will be requested in the event of a successful application to this post.

All applications for disclosures are dealt with in accordance with the DBS's Code of Practice and the College's Policies on The Recruitment of Ex-Offenders and on The Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information. Copies of the Code of Practice are available from the Human Resources Department on request. Copies of the policies are available on the College's website on www.southport.ac.uk and the College's Intranet.

Southport Education Group is committed to safeguarding and promoting the welfare of children and young people. Copies of the College's Child Protection and Vulnerable Adults Policy and Procedures are available on the College's website on www.southport.ac.uk and the College's Intranet.

Timetable for Appointment:

Deadline for receipt of applications: Monday 15th June 2026 (10:00am)

Interviews will be held: Thursday 25th June 2026



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Application Procedure:

An application form should be completed and supported by a letter of application, which succinctly but comprehensively identifies your reasons for applying and how your career to date may have equipped you for the post.

Completed applications should be returned via email to personnel@southport.ac.uk

CVs alone will not be accepted.

Upon receipt of your emailed application form, we will acknowledge your application via return email. If you haven't received a confirmation email prior to the closing date for the vacancy, please check your 'spam' or 'junk mail' folder. If the email is in this folder, please mark it as 'not spam/junk'. This should ensure that any further emails we send to you are not missed.

In the interests of economy, you will not hear from us again unless you are shortlisted. Your interest in the post is greatly appreciated.



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