

CANDIDATE PACK

Reception and IT Assistant



Start date:
September 2026

Location:
Heron Road
London
SE24 0HZ

About Us

Heron Academy a SLD/ PMLD with complex needs school, committed to providing outstanding education to young people.

At Heron, we aim to enrich lives, by providing a secure, caring and supportive environment where our pupils are valued, understood, respected and challenged.

We strive to deliver a curriculum that promotes lifelong learning and stimulates pupils' creativity through specialist technology and high-quality learning experiences in school and the community.

We believe every pupil has the right to achieve their full potential, and our commitment to a strong partnership with all stakeholders is the key to this success. We welcome you on this journey as we endeavour to provide the best quality education for our pupils.





About the Trust

Our school is part of London South East Academies Trust - a multi academy trust sponsored by London South East Colleges. In 2024 the Trust was formally recognised and awarded as the TES Small Trust of the Year.

Our vision is to create a future where every child, in every school, can flourish every day.

- Give all children an inspirational school offer
- Ensure the educational achievement of every child and young person entrusted to us.
- Have a relentless focus on accelerating learning
- Reward ambition and high aspirations through all of our schools

Read more on the trust website:
LSEAT.co.uk

Our Values

Heron Academy is a place where pupils flourish. We put the pupil's needs at the heart of everything we do. Providing lifelong learning opportunities for all.

Communication is at the heart of all we do, to ensure all our pupils have a voice.

Consistency creates reassurance, which provides a sense of control.

Commitment - We are here for you! Helping us stick to our goals and clarifying our vision.

Confidence helps us try again. It helps us feel ready for life's experiences.

Challenge - By challenging yourself and others, you push the boundaries of what you and they can achieve. Challenges build confidence, resilience, and motivation.

Compassion - We are kind to each other.

Job Description

Job title: Reception and IT Assistant

Salary: Scale 2 point 4 on Lambeth Payscale

Contractual Hours: 37 hours per week

Contractual Weeks: Term Time Only

Position Status: Permanent

Reporting to: Deputy Headteacher

About our vacancy

At Heron Academy, we are seeking an exceptionally organised, proactive and talented individual to join our team as a Reception and IT Assistant. We are looking for someone who can provide a warm and professional front-of-house service while supporting the smooth operation of the school's IT systems.

We are seeking to appoint a highly motivated and committed individual who thrives in a busy environment, can manage multiple priorities, and is confident in providing administrative and technical support to pupils, staff, parents and visitors.

Demonstrating your passion for excellent customer service and technology, you will be a welcoming presence at reception, acting as the first point of contact for the school. You will also play a key role in supporting day-to-day IT operations, troubleshooting basic technical issues, maintaining equipment, and helping to ensure that staff and pupils can make the most of our digital resources. You will be an effective communicator, able to think on your feet, work collaboratively, and contribute positively to the life of the school.

We offer a comprehensive and bespoke CPD programme throughout the year and have a good record of upskilling staff at all levels. As all children have an EHCP and are working significantly below age-related expectations, the role is more likely to suit those who are trained/experienced within Early Years, Primary or Special settings.



Job Description

To provide efficient and professional reception services and administrative support for the school, while assisting staff with IT-related issues and ensuring the smooth operation of IT systems across the school.



Key Responsibilities:

- Act as one of three first point of contact for visitors, parents, and staff, ensuring a welcoming and professional environment.
- Support with the manager of incoming calls, emails, and correspondence, directing queries appropriately.
- To contribute to the development of the IT systems by maintaining and providing administrative tasks for EFL, Arbor, QT, Blue Sky and CPOMs. If any new systems are introduced they will be included in this list.
- Supporting staff to be able to use all technology provided to enhance lessons.
- Support staff with login access issues.
- Providing and collating accurate data from all systems used in the school.
- Ensure all deadlines for submissions of data are met.
- Support the office team with daily tasks.
- Support the implementation of software updates and backups.

General requirements

- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace.
- Ensure that all duties and services provided are in accordance with the Trust's Equal Opportunities Policy
- The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

The duties above are neither exclusive nor exhaustive and the post holder may be required by the Line manager to carry out appropriate duties within the context of the job, skills and grade.

What a day looks like at Heron Academy

The day begins at 8.30am, and you will work with your team to ensure that the learning areas are prepared prior to the pupils' arrival. You will assist pupils in their transition from the bus to the classroom.

During the Morning Routine, you will conduct Circle Time, encourage pupils to sing and dance, and check in on their wellbeing.

Lunch time presents pupils with an opportunity to take part in sports, music, dance, sensory activities and reading. Many pupils complete their Daily Mile around the playground prior to their afternoon sessions. You'll take a 30 minute lunch break in our staff room or offsite.

In the afternoon pupils take part in Community Learning, Art, Independence, PE, Drama, Yoga, swimming, Enterprise, ending with Story Time before preparing to go home at 3.20pm. Teaching assistants then work to capture learning highlights using Evidence for Learning, record CPOMs, and complete CPD. On Wednesdays, between 3.30pm and 4pm, Whole School Training is carried out.

Whole School Assemblies take place every Friday between 2.50pm and 3.15pm, and the school day for Teaching Assistants ends at 4pm.

General Requirements

Safeguarding: Demonstrate a clear commitment to safeguarding and promoting the welfare of children and young people, adhering to all policies and statutory guidance, and reporting concerns promptly in line with our procedures.

Equity, Diversity and Inclusion: Promote an inclusive culture that values diversity, ensures equality of opportunity, and challenges discrimination in all its forms.

Health and Safety: Take reasonable care for your own health and safety and that of others, complying with all relevant policies, procedures and risk assessments.

STARS Values: Consistently model and promote the our STARS values, contributing positively to our culture and reputation.

Sustainability: Support our commitment to environmental sustainability through responsible use of resources and sustainable working practices.

What we offer

- Friendly, enthusiastic, delightful pupils and students who teach us something new every day
- A committed and caring staff team who support and develop each other
- A proactive and supportive SLT who are actively mindful of workload
- A collaborative approach to planning and problem-solving
- A comprehensive induction and an ongoing extensive CPD programme
- Opportunities to develop your skills and talents
- Small class sizes with high staff/pupil ratio
- Free parking on site
- Advantages of belonging to a multi-academy trust, e.g. discounts on gym and wellbeing services, access to free and confidential Occupational Health and Employee Assistance Programmes
- Free financial and mortgage advice for employees
- Excellent pension schemes, including employer contributions to the Teachers' Pension Scheme, Local Government Pension Scheme, or Nest
- Professional development, with access to high-quality training, leadership development, and career progression opportunities
- Employee Assistance Programme, providing free, confidential support
- Travel Support, with an annual season ticket loan and cycle-to-work scheme
- Wellbeing and Lifestyle Benefits, including access to gym discounts, discounts in our in-house college restaurant, and reduced-price hair and beauty treatments
- Free mortgage and financial advice - Get 15% off wills with Radnew and Mortgages.

Person specification

Qualifications	Essential	Desirable
Specific qualifications & experience	X	
First aid training or other appropriate training desirable, e.g., SSTS, MIDAS		X
Skills		
Excellent reading and writing skills	X	
Working knowledge of general school policies and procedures, in particular in relation to GDPR, safeguarding and SEND	X	
Ability to undertake complex calculations.	X	
Ability to use photocopier. Experience of using Microsoft applications and other database applications. Willingness to learn how new systems work.	X	
Excellent organisational skills. Ability to work accurately with attention to detail and ability to meet deadlines.	X	

Ability to use initiative.	X	
Ability to complete detailed reports, forms and letters.	X	
Ability to work effectively with other adults in the school. Ability to work on own.	X	
Ability to provide timely and accurate information.	X	
Ability to manage own time effectively and meet all deadlines.	X	
Ability to prioritise tasks and work under pressure.	X	
Communication		
Ability to exchange verbal information clearly and sensitively with a range of agencies, parents, and children.	X	
Overcome communication barriers with children and adults.	X	
Ability to consult with colleagues in an effective way.	X	
Good understanding and implement the Trust's behaviour management policy.	X	

Ability to establish rapport and respectful and trusting relationships with staff, pupils, their families and carers and other adults.	X	
Knowledge and Experience		
Good understanding of the learning experience provided by the school in relation to the role.	X	
Good understanding of the way in which children develop in relation to the role.	X	
Understand the role of others working in and with Heron.	X	
Good understanding of SEND, the differences in children and adults and to be able respond appropriately in relation to the role.	X	
Working knowledge of general school policies and procedures, in particular in relation to GDPR, safeguarding and SEND.	X	
Good understanding of Health & Safety.	X	
Understand and implement child protection procedures.	X	
Understand procedures and legislation relating to confidentiality.	X	
Demonstrate a clear commitment to develop and learn in the role. Ability to effectively evaluate own performance and share knowledge with others.	X	

How to apply

If you wish to discover more about this exciting opportunity, request a copy of this candidate pack or an application form, please view our vacancies page [here](#).

