



Castle EAST School

Recruitment Pack Admin Assistant

Employment Status

Part-time

Employment Location

Castle EAST School, Suffolk

Application Closing Date

Monday 12 October at Midday

Interview Date

Monday 19 October

Aspire and Achieve



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EAST
EAST ANGLIAN SCHOOLS TRUST



ABOUT CASTLE EAST SCHOOL

Castle EAST School provides specialist education for pupils with significant communication and social interaction needs, many of whom have a diagnosis of autism. All pupils have an Education, Health and Care Plan and follow a personalised curriculum designed to maximise engagement, achievement and preparation for adulthood.

Since opening, the school has established a strong reputation for delivering highly personalised provision, developing positive relationships with families and securing strong outcomes for pupils.

Our vision is built upon:

- Aspiration and achievement for every pupil.
- Equality, respect and belonging.
- Personalised provision that meets individual needs.
- Strong partnerships with families.
- Development of resilience, independence and self-belief.
- Preparation for successful adulthood.





ADMINISTRATION ASSISTANT

We are seeking to appoint an Administrative Assistant to join our admin team, to start as soon as possible, working in the front office. This post is for 3 days a week (Monday, Tuesday & Wednesday). This is an excellent opportunity for an individual who shares our commitment to providing the very best outcomes and support for our children and their families. As a specialist provision, we are looking for an excellent individual who is committed to meeting the complex and holistic needs of young people with C&I needs so that they can reach their full academic and personal potential at Castle EAST.

The post holder is responsible for supporting the daily administration of the school office. They will support the Headteacher's PA in the administrative and organisational processes within the school, maintaining confidentiality at all times. This will be a truly unique environment which will provide excellent development for staff whilst working in partnership with parents, colleagues and other professionals to achieve the best possible outcomes for pupils. All of our staff will work tirelessly and meticulously to promote and safeguard the welfare of children and young people within the school.

The successful candidate will assist in the organisation of school trips/events in cooperation with other staff, manage manual and computerized record systems. They will undertake word processing and IT based tasks, whilst being able to provide personal, administrative and organisational support to other staff. Monitor and manage stock, ensuring best value following the school's purchasing processes and ensure the office is kept tidy, organised and in good order at all times, making sure there are sufficient office resources available.

The successful candidate will provide effective and efficient administrative support across the school, undertaking a wide range of general office duties. The role requires a commitment to maintaining high standards of service, building positive relationships, and communicating effectively with colleagues, pupil and parents and carers. The position will also include first aid responsibilities, for which full training will be provided.

You will have:

- Excellent IT skills, including proficiency in Microsoft Office applications
- Strong organisational skills, with the ability to prioritise workloads effectively
- Previous administrative experience, ideally within an educational setting
- Excellent verbal and written communication skills
- A proactive and adaptable approach, with the confidence to use initiative when required
- A clear understanding of confidentiality and the importance of handling sensitive information appropriately
- The ability to work collaboratively as part of a team while also managing tasks independently

JOB DESCRIPTION

CONTRACT:

Part time, Permanent

RESPONSIBLE TO:

Headteacher's PA, Headteacher



The Administration Assistant is responsible for supporting with the administrative processes within the school. They will act as the initial point of contact for parents, visitors and other stakeholders so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions. They will assist with the smooth running of the office. They will provide 'front of house' duties - greeting all visitors and making them feel welcome and covering the telephones.

Main duties and responsibilities

- Meet and greet all visitors to the School
- Answer and direct all incoming phone calls
- Process and distribute incoming post and ensure postage on outgoing post
- Carry out general admin duties e.g. writing letters
- Maintain the general email accounts, responding to queries / directing enquiries as required
- Assist in the upkeep of pupil contact records
- First day calling and absence procedures
- Create mailing labels as required
- Order stationary, first-aid equipment and sundries
- Maintaining a clean, tidy and orderly admin office
- Assist with organising meeting rooms (booking space, arranging furniture etc.)
- Assist in organising refreshments for meetings, including ordering food and making tea and coffee
- Ensure filing is completed weekly and keep pupils files up to date
- Monitor ParentMail online payments for classes
- Filter and respond to enquiries from participants and parents
- Prepare relevant paperwork, such as registers, where required
- Maintain communication with all transport providers and monitor transport updates and liaise with parents
- Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the post holder will carry out. The post holder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher's PA and Headteacher.



PERSON SPECIFICATION

CRITERIA	QUALITIES
Qualifications	• A good standard of general education, including GCSE English and Maths • Relevant administrative qualifications (desirable)
Experience	• Working in an office environment • Operating clerical/administrative and organisational systems • Experience working in a school (desirable) • Experience with EHCP and Annual Review paperwork and process (desirable)
Skills and knowledge	• Excellent attention to detail • Excellent literacy/numeracy skills • Competent use of IT packages including word processing, spreadsheets and school MIS systems (desirable) • Ability to use relevant office equipment effectively • Ability to plan, organise and prioritise
Personal qualities	• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils • Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school • Ability to work under pressure and prioritise effectively • Commitment to maintaining confidentiality at all times • Commitment to safeguarding and equality • Embraces change well • Deals with difficult situations effectively



OUR CULTURE AND ETHOS

At Castle EAST School our GROW Ethos underpins our approach to everything we say and everything we do.

GUIDE AND LISTEN: PROMOTE A LEARNING ORGANISATION WITH EXCELLENT AND ASPIRATIONAL LEARNING FOR ALL

RAISE THE ROOF OF RESILIENCE: NURTURE OUR COMMUNITY AND CULTURE THROUGH EFFECTIVE CARE, SUPPORT AND GUIDANCE

OPENLY CELEBRATE ACHIEVEMENT: PROMOTING SUCCESSFUL INDIVIDUALS, SCHOOL AND COMMUNITY

WORK TOGETHER: ENHANCE AND RECOGNISE THE ROLE THAT LEADERSHIP PLAYS FOR ALL MEMBERS OF OUR COMMUNITY

At Castle EAST School we believe in the concept of lifelong learning and that learning should be an engaging, rewarding and enjoyable experience for everyone; it should be purposeful. Through our teaching, we equip pupils with the skills, knowledge and understanding necessary to be able to make informed choices about the important things in their lives.

Through our teaching pupils are encouraged to:

- Listen to each other
- Try new things
- Volunteer thoughts and opinions
- Respect the thoughts, ideas and contributions of others
- Work hard.

To encourage all pupils to contribute to lessons, teachers:

- Recognise engagement and participation
- Use a range of techniques to support pupils' sensory needs
- Adapt teaching to meet the needs of all pupils
- Allow sufficient thinking time between questions to allow pupils to consider their responses
- Plan time in their lessons for pupils to discuss their learning, ask and answer questions promoting pupil talk.
- Have positive regard for every child and demonstrate this through a nurturing approach.

We believe that appropriate teaching and learning experiences help pupils to lead happy and rewarding lives. All pupils at Castle EAST School have a communication and interaction difficulty, so we believe that innovative and creative teaching is essential to enable pupils to achieve their potential from individual starting points.

Who are EAST?

EAST was established on 1 September 2019. At its inception, three secondary academies were formally partnered together: Bungay, Farlingaye and Kesgrave High Schools. In 2020, we applied to establish a Free Special School in Bungay, for children with interaction and communication needs. Demonstrating our commitment to local, inclusive education, Castle EAST School is opened in 2021. In November 2023, we welcomed Aldeburgh, Easton, Leiston, Saxmundham and Wickham Market Primary Schools from the Avocet Academy Trust. Avocet was an established and successful primary multi academy trust with a rich history of success and innovative school improvement. Our merger represented the next phase of development for both Trusts. Since we have had Holbrook Academy join us in April 2025 and Kyson Primary School in September 2025.

Establishing EAST SCITT has been a core strategy for improving the flow of teachers into the local area. Our 'School Centred Initial Teacher Training' is an accredited Provider offering secondary (11-16) and primary (5-11) school-based initial teacher training awarding Qualified Teacher Status (QTS). We see EAST SCITT as the most effective way to find and develop future teachers to work in this vibrant county. We are delighted with its popularity and quality.

We are very confident that EAST will create a stronger future for our schools and continue to improve outcomes for our pupils. It is through a genuine and transparent commitment to working together that we will continue to collectively and individually achieve great things, providing a first-class educational experience in which all our students can excel.

We are determined that every pupil/student experience a fantastic education helping them to develop and achieve their aspirations.

Our Vision: Where everyone can achieve

We measure our **success** through a combination of **performance, growth** and **happiness**, as individuals and collectively.

Our **cornerstones** are the foundations of our vision; they underpin all that we do and shape the way we work with everyone in our trust and our extended educational community; from parents & carers to partners, suppliers and local government.



#1 Learning

We will continually strive to deliver the best possible experience for quality learning and personal development for everyone at EAST through our curriculum, engaging teaching, the resources & support we have available and the quality of the physical environment in which we work.

#3 Opportunity

We exist to enable everyone in our schools to realise their true potential through an academic or professional experience within our schools that achieves the outcomes they seek. We do not believe there is a one-size-fits-all for success and achievement and will always do our best to support the aims and ambition of the individual.

#2 Inclusivity

We believe a great quality education, opportunities for personal development and participation should be available to everyone regardless of their personal circumstances. That's why our schools today already cater for many specialist needs and our trust is committed to developing the teachers of the future.

#4 Community

We are a significant contributor to our local communities, we understand the role we play and will always seek to enable everyone at EAST to be considered, active, positive citizens of the world around them. Our sense of community begins in our schools and we nurture a respectful, supportive culture.

ABOUT CASTLE EAST SCHOOL IN BUNGAY, SUFFOLK



Our Location

Serving Suffolk's northern and Lowestoft areas, Castle EAST School is located in Bungay, at an existing school site (previously the Middle School and then Sixth Form Centre) which has been significantly refurbished. The accommodation and resources available are of an extremely high quality and fully support the delivery of excellent educational opportunities. Bungay is situated in a pleasant rural area, 20 miles from Norwich and 15 miles from the delightful heritage coast.