



Manchester Hospital School

Business Support Officer (Reception & Administration)

Grade 4, Scale point 7-11 (£22,005- £23,455 pro rata amount salary)

35 hours per week

Term Time Only + 5 INSET Days

Based at Leo Kelly School, Manchester

Start Date:

As soon as possible (we can be flexible for the right candidate if notice is required)

About Manchester Hospital School

Manchester Hospital School is a unique and highly respected special school providing education for children and young people who are unable to attend their mainstream school due to physical or mental health needs.

We work across a range of settings including Royal Manchester Children's Hospital, The Christie NHS Foundation Trust, Galaxy House, NMGH, Wythenshaw Hospital and Leo Kelly School. Our mission is simple but powerful: to ensure every pupil continues to learn, achieve and thrive during periods of medical need or interrupted education.

This is a school like no other – a place where compassion, ambition and teamwork come together to change lives.

Our Values

At Manchester Hospital School, our values define our culture, drive our work and guide our commitment to excellence. We are looking for a professional who strongly aligns with our shared commitment to:

- **Aspiration** - creating and maintaining an exceptional learning culture where every pupil and staff member strives for educational and personal growth

- **Unity** - working collaboratively and holistically as a school community for our pupils
- **Kindness** - demonstrating empathy and compassion, fostering a supportive, trusting and respectful environment
- **Equity** - identifying barriers and making reasonable adjustments so every pupil receives the support they need to thrive
- **Innovation** - creatively developing educational practice to provide flexible, forward-thinking learning experiences

About the Role

We are seeking to appoint an exceptional Business Support Officer to join our welcoming and hardworking Business Team, based at Leo Kelly School.

This is a hugely important role within the school. You will be the first face and first voice of Manchester Hospital School, welcoming visitors, supporting pupils and families, managing reception, handling the main school telephone line and ensuring the smooth day-to-day running of the front office.

Alongside reception responsibilities, you will also provide high-quality business and administrative support as part of the wider school business team.

You will be line managed by the Assistant School Business Manager and work closely with school leaders, pupils, parents, staff and external professionals.

This role would suit someone who is warm, organised, professional, calm under pressure and passionate about making a difference.

What You'll Be Doing

- Acting as the main receptionist and first point of contact for Leo Kelly School
- Managing the school switchboard and directing calls professionally
- Welcoming pupils, parents, contractors and visitors
- Supporting pupil sign-in, safeguarding and visitor procedures
- Building positive relationships with families and external agencies
- Providing high-quality administration support across the school
- Managing calendars, bookings, records and communications
- Supporting attendance, pupil data and school systems such as Arbor
- Working closely with the wider business team to support operations

About You

We are looking for someone who...

- Has excellent customer service and communication skills
- Is highly organised and able to multitask
- Can remain calm and professional in a busy front office environment
- Builds positive relationships with children, families and professionals
- Has strong ICT skills and confidence using office systems
- Understands confidentiality and safeguarding responsibilities
- Enjoys being part of a team and contributing positively to school life

Experience in a school office, reception or busy administrative environment would be highly desirable.

Safeguarding

Manchester Hospital School is committed to safeguarding and promoting the welfare of children and young people. An enhanced DBS disclosure will be required for this post.

How to Apply

Closing date: Thursday 21st May 2026

Interview date: Tuesday 2nd June 2026

We will be holding an online zoom meeting if you wish to attend and find out more about this position and Manchester Hospital School.

Q&A Zoom Information Session:

Thursday 7th May 2026 at 3.30pm

<https://us02web.zoom.us/j/89734110997>

Please return completed application forms to-
d.clough@hospitalschool.manchester.sch.uk