Recruitment Pack for the Post of:
Clerical Assistant – CS7790
Falkirk High School
Westburn Avenue
Falkirk
FK1 5BZ



Falkirk High School is a caring, supportive and aspirational community of learners – we believe in better and we want staff who feel the same.

We are looking to appoint an outstanding and energetic member to our support team to provide customer focused, efficient and effective front line and business support. An individual who can help to further shape and develop our school community to foster even more success for our young people.

If this challenge resonates with you, we welcome your application.

Stuart Kelly, Head Teacher
November 2026

School website: www.falkirk.falkirk.sch.uk

Advert –Clerical Assistant / Receptionist

Falkirk High School

Grade C
£27,240 - £27,529 Pro Rata
Hours: 37 hours
Term Time, Part-time Permanent
Post Reference: CS7790

Post: Clerical Assistant, Falkirk High School

We are looking for a suitably qualified and highly motivated individual to join our Business Support Team as a Clerical Assistant.

This is a key front-facing role within the school, and the successful candidate will act as the first point of contact for pupils, parents, staff and visitors. You will provide a welcoming, professional and efficient reception service while supporting a wide range of administrative functions across the school.

Main duties include:

- Providing a professional front-of-house and reception service, including welcoming visitors and managing enquiries in person, by telephone and via email
- Maintaining security procedures for visitors and supporting school safeguarding processes
- Managing incoming and outgoing communications and directing enquiries appropriately
- Supporting a range of school operations, including office administration, finance and HR processes
- Assisting senior leaders and contributing to the smooth day-to-day running of the school
- Maintaining pupil records, attendance information and other confidential documentation
- Liaising effectively with parents, staff and external agencies in a professional and courteous manner

Applications are invited from individuals who can demonstrate:

- Recent experience of working in a busy office environment where IT is extensively used, including Microsoft Office applications
- Excellent customer service and interpersonal skills, with the confidence to deal professionally with a wide range of people
- Strong organisational skills and attention to detail
- The ability to manage competing priorities and work effectively in a fast-paced environment
- A proactive, flexible and professional approach to work
- Excellent verbal and written communication skills

If you enjoy working with people, providing excellent customer service and being part of a busy and supportive school team, we would be delighted to hear from you.

FALKIRK COUNCIL

JOB DESCRIPTION

Job Definition

Job Title	**Clerical Assistant**
Section	**Children's Services**
Service	**School Office**
Location	**Falkirk High School**
Current Grade	**C**
Hours/Week	**37**

Job Purpose

To work as part of a team to provide an efficient, professional and comprehensive clerical support for a Secondary School.

Key Responsibilities

- Various school operations, including office administration, finance, and HR processes
- Supporting senior leadership and ensuring the smooth daily functioning of the school
- Handling pupil records, attendance, and safeguarding documentation
- Liaising with parents, teachers, and external stakeholders professionally
- Communication with stakeholder via telephone and email enquiries
- Dealing with enquiries at reception
- Coordinating appointments / diary management
- Input of records to various School Administration databases
- Production of Statistical Information
- Incoming & Outgoing correspondence
- To provide and carry out clerical duties required to support the work of the Secondary school

Accountability

The Clerical Assistant reports to the Senior Clerical Assistant.

Knowledge, Skills and Accountability

- Excellent customer Service skills
- Current office administration experience
- Excellent word processing skills
- Experience and ability in office procedures
- Good organisational and communication skills
- Experience in working with a wide range of computer packages including MS Word, Excel, Outlook and PowerPoint

Demands

You will be working in a flexible working environment. The post involves working with pupils, members of the public, representatives of a wide range of educational and other agencies as well as both teaching and support staff.

It requires:

- You will be able to work as part of a team
- You will have the ability to prioritise, plan and organise your own workload
- You will be required to work to deadlines
- You will be expected to communicate well with colleagues and others.
- You will have excellent written and verbal communication skills
- You will provide support services to internal colleagues
- You will be responsible for handling and processing information.
- You will have a flexible & efficient approach
- You will be required to always maintain a high level of confidentiality and trust.

This job requires contact with vulnerable groups; therefore, you will need to gain/maintain PVG Scheme membership.

Communications and Contacts

The successful applicant will be responsible for communicating with:

- Senior Clerical Assistant
- Members of the Senior Leadership Team
- Teaching staff
- Support staff
- Parents/Carers
- Pupils
- Other Falkirk Council Staff
- Partner agencies / Educational establishments
- Other Agencies

Environment

The post holder will be based at Falkirk High School.

Additional Information

Short leeting will be based on all of the information provided in the application form.

Information Resources

- Falkirk Council Performance
  https://www.falkirk.gov.uk/services/council-democracy/budgets-spending-performance/council-performance/

- Schools Assessment and Performance
  https://www.falkirk.gov.uk/services/schools-education/school-assessment-performance.aspx

- Various education plans and strategies
  https://www.falkirk.gov.uk/services/schools-education/

- School website
  www.falkirk.falkirk.sch.uk

- School page on Falkirk Council website
  https://www.falkirk.gov.uk/places/schools-nurseries/secondary-schools/falkirk-high-school.aspx

Resource Manager
November 2026

FALKIRK COUNCIL – EDUCATION SERVICES
PERSON PROFILE
TITLE OF POST – CLERICAL ASSISTANT

Essential Education and Professional Qualification & Memberships	Ideally you will have	How we assess this
Excellent numeracy and literacy SVQ Level 2 in Business Admin or equivalent		Application form Qualifications
Essential Skills, Knowledge & Experience	**Ideally you will have**	**How we assess this**
Customer care skills Previous office administration experience Experience as working as part of a team Experience using MS office packages	Analytical skills Experience in data protection legislation Experience in working in Public Sector / school environment. Effective time management skills	Application form Interview
Values and Behaviours		**How we assess this**
Demonstrates behaviours which are consistent with: Falkirk Council's values: (Responsive, Innovative, Trusted, Ambitious) Falkirk High Schools values: (Ambitious, Kind, Inclusive, Supportive)		Application form Interview