



*Anchored in Christ*

## The appointment of **Receptionist**

*Required for an Immediate Start*



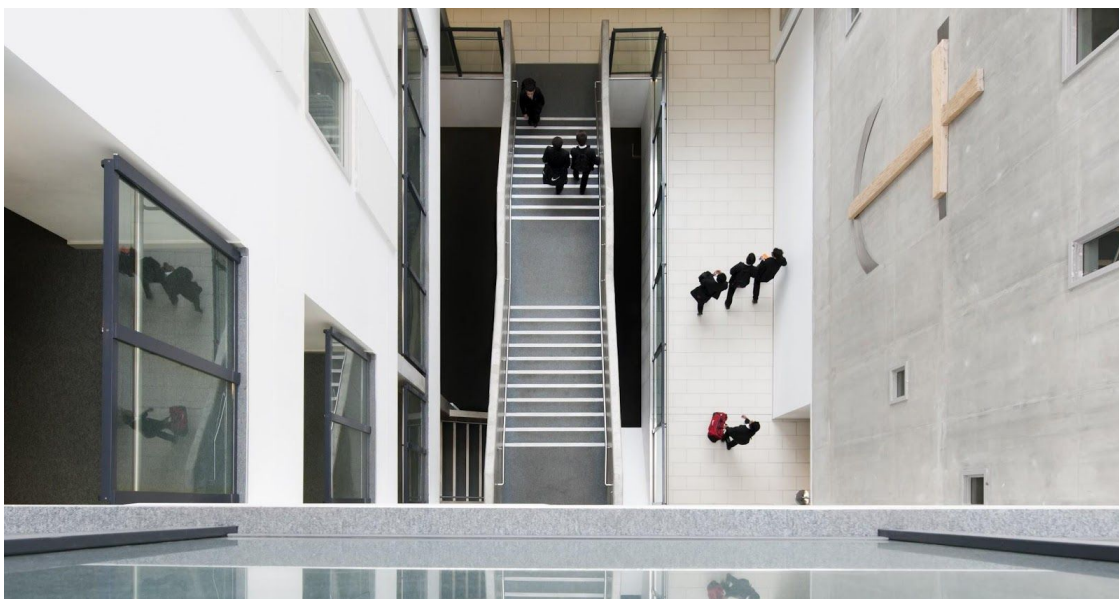


## *Anchored in Christ*

Thank you for requesting information regarding the post of **Receptionist** at Chelsea Academy. We hope that the enclosed application pack and letter, along with the Academy's website, gives you all of the information that you need to help you apply for a post here. Chelsea Academy is a great place to work and visitors often comment on the excellent behaviour of our students, the friendliness of our staff and the fantastic Academy building. Our aim is simple; to provide the best quality education for all the students that attend the Academy, to produce happy and employable young people and to become one of the best schools in London. If you would like to join us on that journey then we would love to hear from you.

Chelsea Academy is graded outstanding by Ofsted and SIAMS, is a World Class School and a member of the Leading Edge network. In the summer we achieved our best ever GCSE and A level results in terms of both progress (top 10% nationally) and attainment. However, we are much more than a successful, academically focused school. We believe in educating the whole child and our Christian values of joy, perseverance, servant leadership, charity and forgiveness underpin everything we stand for. It is important that all of our staff, whether they are teachers or not, work closely with our young people and ensure that they are successful in all that they do. We are looking for staff who will always go the extra mile for our young people and believe that education happens both in and out of the classroom.

Chelsea Academy is a great place to work (we are one of the few schools in the country with Investors in People Gold), our staff are friendly and supportive and we offer a whole range of professional development opportunities no matter what stage you are at in your career. We want all of our staff to be outstanding and so offer unrivalled professional development and support. This includes a CPD session every week and access to a library of online courses besides bespoke training available for individual roles to carry out their responsibilities. Pastoral training is also available to help staff mentor students as Learning Coaches. Academy staff have access to a wide range of benefits these include a private healthcare package, 24 hour GP service, physiotherapy and a confidential well-being support line as well as a laptop and free lunch.





Please visit our website for an application form that needs to be completed and returned to the Academy. Sorry but we do not accept CV's. The deadline for applications is **Friday 16th February 2018 at 12:00**, and interviews are expected to take place on **Tuesday 20th February 2018**. It will assist the shortlisting process if applicants can address directly the criteria in the candidate specification in their supporting statements.

If you have any further questions about this post then please feel free to contact Anisha Yatally (HR Adviser) who will put you in contact with the relevant staff member. Visits to the Academy and / or requests for informal discussions with the Principal are welcome and can be arranged by Anisha.

### **Equal Opportunities and Safer Recruitment**

Chelsea Academy is an inclusive employer. We welcome applications from suitable candidates no matter their gender, race, religion, sexual orientation, or disability, however, we do expect all our staff to note and follow our Christian ethos which is outlined on our website. Please note that Chelsea Academy is committed to safeguarding and promoting the welfare of children and young people. The successful candidate must be able to satisfy an enhanced police / Security Disclosure and Barring Service (DBS) check prior to starting employment with the Academy.

If you want to work in a happy, purposeful inner city Academy with a strong Christian ethos and commitment to helping every student go on to university or meaningful employment, then we would welcome your application.

Yours faithfully

**Matthew Williams**  
**Principal**

## Job Description Receptionist

Purpose:	To provide professional and comprehensive Reception services for all Academy visitors, staff, students and community.
Reporting to:	Personal Assistant to the Leadership Team with responsibility
Working time:	37 hours per week term time plus 2 weeks

### MAIN DUTIES

#### Reception:

- To be responsible for delivering professional and comprehensive Reception services and ensure the smooth functioning of Academy reception. This includes proactively planning for absence to ensure continuity of services offered.
- To represent the Academy in a professional manner to all stakeholders (including external callers, parents, students and staff) by offering helpful, friendly and approachable service even at busy periods.
- To answer incoming calls as quickly as possible and to assist with enquiries where possible. To refer callers to the most appropriate member of staff where it is not possible to help them directly. To ensure that repeated calls which have not been responded to are escalated to the appropriate member of staff.
- To monitor and respond to email communication to a number of generic email addresses, and pass on enquiries to the most appropriate member of staff in a timely fashion.
- To be mindful of the Academy's child protection policy and procedures. This includes ensuring that the Academy holds the relevant DBS details for visitors and that visitors are aware of our policies and procedures.
- To manage the student receptionist programme and supervise the student receptionist to ensure a useful and meaningful experience for all.
- To manage incoming deliveries to the Academy and ensure they are processed by the Site Team.
- To process the Academy's incoming and outgoing post, ensuring that post is distributed / dispatched in good time.

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- To promote and encourage good standards of behaviour in line with the Academy's behaviour policy amongst students using reception. This includes ensuring that students who arrive late are signing in.
- To check that students using reception are meeting uniform requirements and to encourage high standards of appearance and tidiness.
- To facilitate a handover to the afternoon / evening reception cover person before departing each day.

#### **Administration**

- To carry out reprographic requests which are submitted using the job request system within our agreed timeframes and to disseminate completed materials if required.
- To maintain (in liaison with the Finance Assistant) the general stationery supplies by providing appropriate purchase orders for processing. To actively seek ways to ensure that purchases are prudent and sensible.
- Have a good knowledge of SIMS in order to access student data (training can be provided).
- To assist staff with using the room booking and catering booking systems.

#### **Other duties**

- To be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, and to ensure that any concerns are reported to an appropriate person.
- To contribute to the development of the Academy's Christian ethos.
- To support the Academy Mission Statement.
- To be aware of and support difference and ensure equal opportunities for all.
- Participate in training and other learning activities and performance development as required.

**PERSON SPECIFICATION**

1. Possess appropriate qualifications and / or experience in a similar role.
2. Be ICT literate and be able to operate software effectively to support learning. (Windows and MAC an advantage).
3. Have experience of school data systems (Experience of SIMS would be an advantage but training will be given).
4. Possess the ability to time manage and prioritise effectively in a busy office and school environment.
5. Be able to deal discreetly with confidential information.
6. Show evidence of continued professional development.
7. Data analysis and presentation experience and preferably familiar with the Google suite of applications but training will be given

**People, Relationships and Communications**

1. Be committed to maintaining a distinctive and inclusive Christian ethos in the Academy.
2. Be able to relate to all students, staff and parents in a positive and constructive way.
3. Possess integrity, optimism, resilience and calmness
4. Be able to work flexibly in a changing environment.
5. Possess good written and verbal communication skills.
6. Possess excellent organisational and administrative skills.
7. Be willing to contribute to the wider life of the Academy,.

This job description and Person Specification is not exhaustive and is subject to alteration in discussion with the post holder.

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