



The New North Academy

Receptionist & Admin Assistant

Candidate information



The New North Academy
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The New North
Academy



Dear Applicant,

Thank you for your interest in our fabulous school, The New North Academy.

The New North Academy (NNA) is an exciting place to work and to learn. We have fantastic pupils, amazing facilities, a committed staff team and parents that want NNA to be an exemplary place of learning.

We are looking to recruit a highly-skilled, organised and professional individual to join our office team. This is an exciting role for someone to be the welcoming face of our Academy to all visitors, children and families, ensuring that their needs are met by signposting or sharing with them key information about events, members of staff or the general administration of the school.

This role is an important one as the successful candidate will be our first point of contact with visitors and as such you will need to be approachable, organised and able to stay calm under pressure.

If you are ready for an exciting opportunity then this position could be the role for you!

We want our children to be high achievers, who are motivated and who gain a thirst for learning and what they 'can do' by spending time with us. We have a strong set of core Values that we live by in our work and contribute to the ethos of our school.

In September 2016, Ofsted judged our Academy to be Good. I, our governors and the staff believe that we can be outstanding, hopefully with your help.

Should you wish to find out more by having a conversation with a member of our administration team or myself, we will be more than happy to have a conversation with you prior to interview. If you would like a tour, please do not hesitate to get in touch by contacting our Office Leader, Nimira Lalji on 020 7704 3900.

Please do remember that the closing date for applications is 10am on Monday 20th November 2017, with interviews being held on Thursday 23rd November 2017.

I very much look forward to receiving your application and good luck!

Yours faithfully,

Nicola Percy
Headteacher

About The New North Academy

The New North Academy was formed from the merger of two schools in 2004. We moved to our new building, which enjoys state of the art facilities, in Easter 2007. We became a Stand-alone Academy in 2011.

We are a two-form entry primary school, situated close to the Angel at Islington. Our community is very diverse and we serve an area of significant deprivation.

Our current Headteacher was appointed in February 2015 and since her appointment significant changes have been made to ensure pupils and staff at the Academy continue to gain fantastic learning experiences. We were delighted with outcomes at the end of 2017 which, at the end of KS2, took us from being ranked at the very bottom of the Borough to being in the top group of schools, achieving well above local and National averages. This is a remarkable achievement and really demonstrates the work, ability and capacity of our team here at New North.

We have embraced The Arts and are proud that we are able to offer children experience of working with specialist artists and musicians. Children in the junior years are able to learn to play a classical musical instrument all as part of their basic curriculum offer. Our enrichment programme is another area of particular pride as we work hard to create exciting opportunities for children and parents to broaden their experiences beyond the school day. A range of workshops support families along with some super clubs where parents and children are able to learn together.

Our practice around supporting children's Social, Emotional and Mental Health is an area that we are also very proud of, and is also very pertinent given the national focus that this area of health is now, rightly, receiving. Our team is Attachment Aware and we have fostered positive links with a range of charities and outside agencies to support our work and approach to ensuring children develop skills and resilience to be mentally healthy and happy.

We are a school built on people's passions and a very strong sense of Values. We draw on this ethos to best meet the needs of our community and our school as a whole. We are proud promoters of what CAN be done, and do not want either our staff's or children's aspirations to be limited in any way.

Ofsted judged us to be good in September 2016. Our aspiration is to secure outstanding.



Job description

Receptionist & Admin Assistant



Job Title:	Receptionist – Office Admin Assistant
Day to day Line Manager:	Office Leader
Performance Reviewer:	Academy Business Manager
Grade:	Scale 4 Point 18 - 21 depending on experience (£21,811 – £23,610 Pro rata) (Actual salary £19,584 - £21,199)
Contract Term:	Permanent - Term time + 1 week (40 weeks) – 37½ hours per week

Job Purpose:

Working under the direction of the Office Leader to be responsible for undertaking general administrative support to the Academy.

To provide professional and friendly service for all visitors and families.

Undertake reception duties including response to telephone and personal enquiries, including managing the switchboard.

Main Duties and Responsibilities:

When carrying out any administrative duties as the first 'face' and representative of the Academy, to be polite, welcoming and efficient in order to represent the Academy and its ethos professionally at all times.

Administrative Duties

- To be the main point of contact for all visitors, staff, parents of The New North Academy, offering the first impression of our Academy.
- To liaise with staff at all levels, pupils, parents and with outside agencies/suppliers to provide an excellent customer service at all times, signposting them as and when appropriate to other colleagues.
- Ensure all visitors to the Academy are made aware of our Safeguarding and Health and Safety expectations.
- To maintain all aspects of the Academy reception providing routine, clerical and administrative support to the Academy:
 - ◇ Screening phone calls, enquiries and requests; handling them appropriately and transferring them to the relevant person.
 - ◇ Taking messages for staff accurately and ensuring messages are passed on in a timely manner.
 - ◇ Ensure all queries, either in person or by telephone, are dealt with swiftly and appropriately, using tact and diplomacy at all times.
 - ◇ Answer general enquires from members of the Academy community.
 - ◇ To undertake clerical work within the office including dealing with incoming and outgoing mail, photocopying, filing, typing, word processing and IT based tasks.
- Assist with pupil welfare matters including contacting parents and staff.
- To ensure the Academy's security and access policy is rigorously enforced.
- Operate and monitor the electronic access control system InVentry.
- To oversee the electronic storage and organisation of letters, fliers and newsletters on the Academy server
- To ensure families are kept up to date and have advance notice of school events, making use of the website and parent texting/social media.

- To book supply teachers as requested by the Senior Leadership Team and further, greeting and providing information to guest teachers as they arrive.
- Manage manual and computerised record information systems by operating relevant equipment/IT packages/databases.
- To administer and maintain accurate records for the Academy meals and extended Academy activities, producing reports as required in a timely manner.
- To receive and record income as instructed.
- Maintaining up to date electronic records of Academy documents, policies and information for parents.
- To keep and maintain accurate records of Academy stationery resources.
- Provide personal, administrative and organisation support to other staff as directed by line manager.

Additional Duties

- To hold a First Aid certificate and be part of the First Aid team, liaising with parents and emergency services as/if required.
- To be responsible for maintaining and updating records of pupils' medication, administering, and safekeeping.
- To work with colleagues to ensure children's safety in the Academy including following procedures for children with medical needs.
- To contribute to the Academy's focus on marketing by supporting the strategic plan of distributing marketing documents and ensuring the whole school calendar is up to date.
- Manage the booking of rooms and spaces for in-house and external events.

General Requirements:

- To be able to work in a busy office environment, demanding high levels of concentration while also coping with frequent interruptions, e.g. responding to staff/customer enquiries, telephone calls, etc.
- Maintain regular consistent and professional attendance, punctuality, personal appearance and comply with the guidelines of relevant health and safety procedures.
- To conduct oneself in a professional manner at all times.
- Pursue personal development of skills and knowledge necessary for the effective performance of the role.
- To promote the safety and well-being of pupils and to have shared responsibility for the safeguarding and welfare of children.
- To establish and maintain constructive working relationship with colleagues.
- To adhere to all policies and procedures set out by the Academy.
- To participate in Academy based meetings as appropriate.
- To foster and promote positive, effective relationships between staff, children and parents through personal and professional example.
- Willingness to support opportunities that promote the enrichment of the whole Academy and promote parental partnerships.
- To be committed to the development and communication of the long-term vision of the Academy.
- To plan, prioritise work and respond flexibly to changing demands and circumstances.
- To carry out any other duties which fall within the broad spirit, scope and purpose of the job description.

Mandatory Duties

Health & Safety

Personally responsible for the health, safety and welfare of all staff that may be affected by the post holder's acts and/or omissions.

Equal Opportunities

Personally be responsible for inclusion and equal opportunities awareness and ensuring that the post holder is aware of, and carries out, the provisions contained in the Equal Opportunities policy.

Safeguarding Children

"The Academy's legal responsibility for safeguarding the welfare of children goes beyond basic child protection procedures. The duty is now to ensure that safeguarding permeates all activity and functions and supports the Safeguarding Policy." Therefore to be personally responsible for promoting and safeguarding the welfare of children/vulnerable adults s/he is responsible for, or comes into contact with.

This document is considered to provide an outline of the areas that this role involves. This document does not preclude the post holder developing systems and structures not specifically mentioned but related to his/her broad areas of responsibility. The roles outlined above are indicative and do not preclude anything else which may be reasonably requested commensurate with the post held and duties undertaken.

This job description will be reviewed at least annually as part of the Performance Management process to reflect changing School and individual needs. Consultation between the post holder and the Line Manager is considered a vital part of this review process.



Person Specification

	Essential	Desirable
Qualifications		
1. Good general standard of education		✓
2. ICT qualifications, e.g. word processing		
Experience		
2. Experience working in an Academy setting		✓
3. Use of ICT applications relevant to the post	✓	
4. Experience of working in a reception and operating a switchboard		✓
5. Experience of dealing with queries from parents, children and the public		✓
Knowledge		
6. ICT equipment and software – Microsoft Office	✓	
7. Understanding of the importance of confidentiality and an appreciation of the implications of Data Protection	✓	
8. Understanding of the context in which Academy are operating		✓
Skills		
9. Word processing and ICT skills – Able to use a range of database and software packages	✓	
10. Excellent communication skills	✓	
11. Ability to work under pressure	✓	
12. Excellent interpersonal skills and able to deal with a variety of people	✓	
13. A flexible approach to work	✓	
14. Good time management skills and able to prioritise work	✓	
15. Energy and enthusiasm	✓	
16. Able to keep calm in difficult situations	✓	
14. Ability and willingness to take direction and follow Academy procedures	✓	
15. Ability to act on own initiative, dealing with any unexpected problem that arise	✓	



Why work with us?

We can offer you:

- An exciting place to work and learn with fabulous buildings and great plans for the future.
- A team of ambitious, dedicated and passionate teaching and learning staff all eager to be the best they can be.
- Excellent CPD opportunities.
- We have fantastic pupils to work with who we believe CAN achieve great things.
- Supportive and challenging governors who know the academy well and get involved in the life of our school.

We pride ourselves on the achievements of our staff and learners and in return we reward our staff with competitive salary ranges and with a great benefit package that includes:

Pension

- Local Governor Pension Scheme
- Teacher Pension Scheme

Health

- Outstanding working environment and values
- Positive culture of staff wellbeing
- Cycle 2 Work Scheme
- Reimbursement of the cost of eyesight tests
- Free Flu Vaccinations
- Occupational Health Referral
- Our catering team Pabulum provides fresh, nutritious, honestly good food—subsidised lunches that are freshly cooked on site
- Free refreshments

Family Friendly Policies

- Enhanced Maternity, Paternity and Adoption Leave
- Childcare vouchers scheme

Travel

- Application for parking space



painting by Caleb—Year 4



painting by Diana—Year 5

An Observation of Light: Art Exhibition by New North Academy pupils at the Islington Town Hall

