



Receptionist  
SCP11 - 18  
Permanent  
Oasis Academy Lister Park



## Welcome from the Principal

**At Oasis Academy Lister Park we are committed to providing the best possible educational experience for the families and community we serve. We set very high expectations for all our students both academically in terms of progress and exam results.**

The climate for learning in Oasis Academy Lister Park is based upon our insistence on self-discipline and a 'can do attitude' that promotes a positive approach to learning. This starts with the professional expectations we demonstrate as teachers and support staff, and how lessons are prepared and differentiated to meet every student's academic and pastoral needs.

I am incredibly proud to be the Principal of such a vibrant and progressive Academy that works hand in hand with its community to ensure that our students develop the right character whilst they are in our care.

Our ethos is built firmly on our pillars of the community: mutual respect, pride, creativity, resilience, ambition and an atmosphere which regards the whole community as our family.

Our aim is to develop open-minded, flexible, resilient young people who can be successful in modern Britain and contribute positively as global citizens.

The curriculum students will enjoy whilst at Lister Park enables them to progress to the top universities and apprenticeship programmes, but I firmly believe in balance and the emphasis we place on arts and practical subjects. This allows all our students to have successful outcomes and develop their areas of interest and excellence through a comprehensive extra-curricular programme.

Should you wish to arrange an informal visit the academy prior to application, I would be more than happy to welcome you. Please contact Human Resources by email at [tracey.halls@oasislisterpark.org](mailto:tracey.halls@oasislisterpark.org) to arrange a visit or if you need any further information.

I look forward to receiving your application.

Ian Simpson  
Principal  
Oasis Academy Lister Park

<p><b>Compassionate</b></p> <p>'To be compassionate and kind whilst acting justly.'</p> <p>Compassion is the ability and willingness to place ourselves in the position of another and, as a result, be able to show kindness to them, without ignoring or dismissing the truth about their situation.</p>	<p><b>Patient</b></p> <p>'To be patient and persevering.'</p> <p>Patience is the ability not just to tolerate delay or something not happening as quickly as we might have hoped for. It is also about the way we wait and the attitude we adopt as we do so, delaying immediate gratification and being prepared to keep going for the long haul; not giving up when things don't work out but finding ways to develop work that is sustainable and grow relationships steadily. As we grow patience we gain a long-term perspective.</p>	<p><b>Humble</b></p> <p>'To be honouring of others through serving with humility.'</p> <p>To be humble is to recognise that all people are created equal and are therefore of equal value. Because of this, a humble person will not laud it over others or use power to coerce, or pursue position and status but instead will choose to serve others, seeking their intrinsic worth and giving them honour and encouragement.</p>
<p><b>Joyful</b></p> <p>'To be joyful and positive and help others to be the same.'</p> <p>Real joy is not shallow or momentary but is rooted in a deep sense of contentment with life, free from grasping and striving. Such joy brings peace and calm to ourselves and others. It is liberating and life giving and builds resistance in our lives and the teams we are a part of.</p>	<p><b>Honest</b></p> <p>'To be honest and have integrity.'</p> <p>Honesty is about being truthful. Being honest includes acknowledging when we have got things wrong and taking responsibility for our actions. As we do this, we become a person of integrity - there is an alignment between what we say we are and how we behave.</p>	<p><b>Hopeful</b></p> <p>'To be hopeful in seeking transformation.'</p> <p>Hope is not wishful thinking. It is a belief that causes us to find the light when everything around us feels hard or dark or challenging or without hope. Someone once said that 'you have to kick at darkness until it bleeds daylight'. So hope is about holding on and working for a better tomorrow, despite what the conditions and circumstances say today.</p>
<p><b>Considerate</b></p> <p>'To choose to love others like you love yourself.'</p> <p>To be considerate is to see the intrinsic worth in others, to choose to care about them and treat them in the way that you would yourself. That is only truly possible when we understand our own self-worth and function from that place and belief. When we do this it changes the way we see, treat and respond to others.</p>	<p><b>Forgiving</b></p> <p>'To be forgiving and committed to healthy relationships.'</p> <p>To forgive another is to choose not to allow their actions and behaviour in the past, which may have hurt or offended us, to determine our behaviour towards them in the future. Forgiveness is never easy but it is always transforming...it always changes things.</p>	<p><b>Self-controlled</b></p> <p>'To be self-controlled.'</p> <p>Self-control is having the ability to manage our own emotions and actions. When we have self-control we are not controlled by our own emotions but are able to maintain a right perspective on our life, our work and our relationships. It is a key part of emotional intelligence.</p>



## A message from our CEO

A very warm welcome to Oasis Community Learning!

I am delighted that you are interested in becoming part of Oasis Academy Arena.

Oasis Community Learning was established as a Multi Academy Trust in 2004 with the vision to create:

“Exceptional Education at the Heart of the Community”.

We now run Academies in four main regions throughout the UK, providing either primary, secondary or all-through education. All our Academies are committed to providing a rich educational experience and ensuring that every child and young person has the opportunity to achieve at the highest level.

Our ethos is integral to that provision: it is an expression of our character, a statement of who we are and therefore the lens through which we assess all we do. We are committed to a model of inclusion, equality, healthy relationships, hope and perseverance throughout all the aspects of the life and culture of each Academy community.

We passionately embrace learning and are committed to every child within our care reaching their full potential and developing holistically across every area of their lives, both now and in the future.

All of this is underpinned by our philosophy of education which highlights our focus on inspirational leadership, deep learning and healthy communities and aspires to develop the character and competence of every child of every community that we are part of.

At Oasis Community Learning therefore, we believe we are all ‘the architects of our students’ lives’ and as such we are committed to laying the right foundations for every one of our young people.

So we look forward to you potentially becoming part of Oasis.

Best wishes,  
John Murphy

## A message from our Founder

When I started Oasis, back in 1985, I had no idea it would grow into the wonderful family of charities that it has become today. We have not only become the country's second largest provider of academy schools, educating around 25,000 children and young people, we also provide housing for vulnerable young people, and run everything from community farms to coffee houses and churches to children's centres, and much more besides, in communities from Gateshead in the North East to Bristol in the South West. So, the question is...why?

Not only do we believe a child should receive the very best formal education, but also that there is more to a healthy life and future than simply the knowledge they hold. Every one of us is a product of the community we live in. that's why Oasis is passionate that every community one of our Academies is part of should be a happy, healthy place where every person is included, valued and is able to achieve their full God given potential and thrive. That's why Oasis' vision not only aims to deliver outstanding education, but also to help build great local neighbourhoods.

We're motivated by our core Christian ethos which means that we believe every person – those of all faiths or none – are equally valuable and have a part to contribute in helping this vision become a reality. Helping a young person realise who they are meant to be is about more than simply the qualifications they get or the job they want; it's about how they see themselves and those around them. That's why Oasis' goal is to play its part in helping to create great communities where every young person achieves their best, respects themselves, values those around them and contributes to the good of all.

Steve Chalke, MBE

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## Job Description

**POST:** Receptionist

**RESPONSIBLE TO;** PA to Principal

**GRADE:** SCP 11 – 17 TTO + 10 Days (£16,257 - £17,772 FTE)

**KEY RELATIONSHIPS:** Academy Leadership Team; relevant teaching and support staff; parents, children, external agencies; other Oasis Academies and Oasis Community Learning central staff

**LOCATION:** Oasis Academy Lister Park

**WORKING PATTERN:** 37 hours per week (08:00 – 16:00)  
Term Time Only plus Training Days

**JOB PURPOSE:** To act as Receptionist in the Academy office, by providing support for a range of office functions. The post holder will ensure a professional and efficient service is provided at all times.

**DISCLOSURE LEVEL:** Enhanced

### Duties and Responsibilities:

- Providing reception and switchboard support to the Academy
- Providing clerical support to the Academy's administrative functions
- Receiving, signing in and dealing with or directing pupils, parents and other Academy visitors as appropriate and to include assisting with arrangements for visits by the school nurse, photographer etc
- Taking and making telephone calls/texts and delivering messages as appropriate
- Photocopying, filing, faxing, emailing and completing routine forms
- Assist with pupil first aid/welfare duties, looking after sick pupils and liaising with parents/staff etc.
- Receiving and sorting incoming mail and deliveries for distribution to appropriate staff
- To arrange the orderly and secure storage of supplies
- Recording, stamping and posting outgoing mail
- Occasional routine word processing, as and when required
- Individuals have a responsibility for promoting and safeguarding the welfare of children and young people he/she is responsible for or comes into contact with
- To ensure all tasks are carried out with due regard to Health and Safety
- To undertake appropriate professional development including adhering to the principle of performance management
- To adhere to the ethos of the Academy
- To promote the agreed vision and aims of the Academy
- To set an example of personal integrity and professionalism
- Attendance at appropriate staff meetings and parents evenings

The person undertaking this role is expected to work within the policies, ethos and aims of the Academy and to carry out such other duties as may reasonably be assigned by the Principal. The post holder will be expected to have an agreed flexible working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, contractors and community members.

### **Health and Safety Statement**

So far as is reasonably practicable, the post holder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the post holder is responsible, to maintain a safe working environment for employees and service users. These are defined in the Oasis Community Learning Health and Safety policy, departmental policies and codes of practice.

### **Safeguarding Statement**

Oasis Community Learning is committed to the safe guarding of all of its young persons and expects all staff, volunteers and adults to work within the parameters of the policies and procedures as agreed by the Executive Board to ensure the safety of all young persons within its care.

**The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.**

**The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.**

### **Signed:**

<b>Employee:</b>		<b>Line Manager:</b>	
<b>Print Name</b>		<b>Print Name</b>	
<b>Date</b>		<b>Date</b>	

# Person Specification

## Receptionist

### Our Purpose

Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

### Oasis Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the Education Charter document which accompanies this job description.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>✓ Educated to GCSE level in English and Maths</li> </ul>	
Experience, Skills & Knowledge	<ul style="list-style-type: none"> <li>✓ Excellent communication skills in both written and spoken English e.g. ESOL Level 3/ GCSE grade C or above.</li> <li>✓ A good working knowledge of Microsoft Office suite (Excel, Word, PowerPoint).</li> <li>✓ Prior office administration experience completing a range of office functions.</li> <li>✓ Excellent spoken and written communication skills.</li> <li>✓ Ability to take ownership of tasks and see multiple tasks through to completion.</li> <li>✓ Pro-active learner in terms of systems, procedures and specific software.</li> <li>✓ Self-motivated, being able to work independently as well as part of a team.</li> <li>✓ Sound problem analysis and problem-solving skills.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Ability to communicate with families using Roma language.</li> <li>✓ Experience of working as a Receptionist or in other customer service environment.</li> <li>✓ Experience within a previous educational administration environment would be helpful.</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>✓ An understanding of the importance of confidentiality, tact and discretion and the ability to display these attributes.</li> <li>✓ Enthusiastic approach to customer service.</li> </ul>	

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|  | <ul style="list-style-type: none"><li>· Methodical; possessing the drive and determination to see things through to a high standard.</li><li>· Commitment to safeguarding and promoting the welfare of children and young people.</li><li>· Willingness to undergo appropriate checks, including enhanced DBS checks.</li><li>· Motivation to work with children and young people.</li><li>· Ability to form and maintain appropriate relationships and personal boundaries with children and young people.</li><li>· Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.</li><li>· Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos.</li></ul> |  |
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