



IPSWICH PREPARATORY SCHOOL

Prep School Admin Receptionist

Part time, permanent, term time only, required as soon as possible



Founded during the fourteenth century, Ipswich School is one of the foremost independent schools in East Anglia. We have over approximately 1000 pupils aged between 3 months and 19 years and are co-educational throughout. The most recent ISI inspection of the Senior and Preparatory Schools (in September 2022) judged us to be Excellent in all categories, and The Lodge Day Nursery was graded Outstanding by Ofsted: these are judgements of which we are very proud. The School operates a 5-day week, with representative sports played during the week and on Saturdays.

Ipswich Preparatory School, for pupils aged 5 – 11, is the primary aged stage of Ipswich School and close links are enjoyed with the Senior School. There are two classes per year group, Reception to Year 6, and a day care nursery (The Lodge), which caters for some 100 children aged 3 months to the time the children join Reception.

The Prep School operates as one unit, from Reception to Year 6 with lessons on Mondays to Fridays. The 'Lower Prep' building for Reception to Year 2 (Key Stage 1 and including a Lodge Day Nursery room) was opened in 1996, and in 2006, the upper part of the Prep (Years 3 – 6/Key Stage 2) moved into purpose-built accommodation on the same site. The Prep School shares some facilities with Ipswich School, primarily the dining hall for Years 4 to 6, School Chapel, playing fields, swimming pool, pavilion, sports halls, and we have floodlit all-weather pitches at our sports grounds and a woodland area.

The Prep has its own multi-purpose halls, science laboratory, art/technology room, libraries, adventure and hard play areas, ICT suite and music rooms including practice rooms and dedicated after school facilities.

THE POST

From Tuesday 22 April as we begin a new school term, we are looking for a professional and friendly receptionist on a part-time basis in the Prep School Office, who will be equipped with excellent customer service skills. You will provide a warm welcome to children, our prospective and existing parents and visitors to the School, as well as colleagues from Senior School and The Lodge Day Nursery, both face to face and on the telephone. You will be working in a busy and frenetic school environment so the ability to remain calm and caring, retain active listening skills and the ability to multitask will be essential.

You will be working closely with the School Secretary and Head's PA and our GAP students as well as our school Secretary, so will benefit from a supportive team environment who enjoy their work and have a great sense of humour and supportive comradery.

ACCOUNTABLE TO

You will be responsible on a day to day basis to the Office Manager/Head's PA, who will be your Line Manager.

MAIN DUTIES AND RESPONSIBILITIES

The following will give you a flavour of the tasks and duties associated with this important customer-facing role in the School, you will:

- Welcome children, parents, visiting music teachers, prospective parents and all visitors to the School in a warm and professional manner
- Ensure all visitors including Senior School children sign in and out
- Ensure all Prep pupils leaving the site for music lessons are signed in and out, and arrange safe crossing (via radio) to our crossing patrol officer
- Answer incoming telephone calls, ensuring a friendly and efficient service is provided
- Take messages and/or deal with enquiries from children, parents and callers and distribute messages promptly and efficiently to colleagues
- Check incoming emails and respond accordingly, or distribute messages to colleagues in a timely manner
- Liaise with our Estates' team (via radio) in relation to contractors visiting the school site, portorage and clearing needs as well as our school crossing patrol officer.
- Liaise with our catering team in relation to provision for school trips and events
- Deal with daily post (internal and external), sorting, distributing and arranging collections.
- Ensure that statutory pupil registration is complete, keeping records of children arriving late and leaving early, especially those travelling to/from on the school bus and producing AM/PM printout of registers in case of emergency
- Producing regular attendance reports
- Administer first aid and medication
- Maintain accurate pupil records on the school database
- Assist with the issue of information to parents via the School's electronic postal system (IS-Post) as requested.
- Provide general administrative support, when required, to colleagues (for example during quieter spells on the Reception desk). This is likely to involve helping our Office team with photocopying and preparing for school events.

In addition to the general requirements of a member of Ipswich School staff, the responsibilities for this post include the following:

Member of Ipswich Preparatory School Staff	
Role: To be responsible to the Head of Ipswich Preparatory School to maintain the welfare of all pupils by upholding the school ethos and policies and maintaining good relations with children, parents and colleagues.	
I.	<p>General:</p> <ul style="list-style-type: none"> • To support the School and its aims by example and commitment. • To observe professional standards, as outlined in the School Handbook, or as directed by the Head. • To be supportive of colleagues and of decisions taken by the School, by showing discretion and confidentiality when dealing with pupils, parents (current, or prospective) and colleagues. • To attend staff meetings (and other meetings), and training sessions appropriate to your role within the School. • To be punctual. • To set high expectations of conduct, appearance and diligence and to monitor standards in these matters.

	<ul style="list-style-type: none"> To maintain standards of manners and general behaviour amongst children in the classroom, in the playground, in the dining room and on trips and special occasions in and around the School.
2.	<p>Pastoral:</p> <ul style="list-style-type: none"> To identify and respond to individual pupil needs. To inform Form Teachers, the Deputy Head and the Head about issues with individual pupils. To carry out duties as may be reasonably required by the Head. To be consistent and fair in all dealings with pupils.

This list is not exhaustive and duties may be changed or added to as determined from time to time.

PERSON SPECIFICATION

This post is open to a Receptionist with experience in a similar, customer facing role or to someone who enjoys working with children and is looking to develop receptionist skills in a school environment. You will be able to interact easily with young children, parents, visitors, teaching and support staff and demonstrate the following:

- Excellent telephone manner as well as developed and confident communication skills, with the ability to provide high levels of customer service and promote the School positively at all times
- Competent user of ICT with good, accurate, keyboard skills and a good understanding of databases and basic IT Office packages (we are a Google school).
- Very good literacy and numeracy skills
- Attention to detail
- Ability to prioritise work and have a proactive approach to ensure deadlines are met during busy spells
- Ability to maintain confidentiality and safeguard children
- Understanding of privacy and data protection
- Ability to work effectively as part of a small team
- Be a positive role model to children: set an example, especially in terms of conduct and behaviour of the highest standard, in line with the School's ethos
- Reliability and punctuality
- First Aid Qualification, or be prepared to gain one
- Basic Food Hygiene certificate, or be prepared to gain one

HOURS OF WORK, SALARY AND BENEFITS

- This is a part-time, permanent position (subject to satisfactory completion of a 6 month probationary period).
- Hours of work: 8:15 am – 2:00pm Monday to Friday during Ipswich School term time only. This is a total of 5.75 hours per day, 28.75 hours per week during Ipswich School term time only.
- Support staff are expected to attend INSET days to complete statutory training (such as first aid, fire safety and safeguarding) as required. These days are classified as term time days.
- The salary for this post is currently £13,956.45 per annum, which includes paid holiday in accordance with the Working Time Regulations).
- Salaries are paid monthly in arrears by BACS on the last working day of each month and are reviewed annually in April (if linked to the National Living Wage) or in September.
- Staff are able to use the School's swimming pool and fitness gym (in compliance with appropriate rules and regulations).

- Free lunch is provided in the Senior School Dining Hall during term time when the kitchen is in operation
- After 3 months' service and/or in line with workplace pension legislation, you will be entitled to join a defined contribution pension scheme with 10% employer contributions.
- Staff can access an employee assistance program, mental health support, 24/7 GP service and a Cycle to Work Scheme
- Support staff are entitled to generous fee remission once they have completed 3 years' service.

Closing Date and Interview Arrangements

Completed application forms should be returned to Mrs Claire Jackson, Head of Prep, Ipswich Preparatory School, 3 Ivory Street, Ipswich, IPI 3QW or email hr@ipswich.school by noon on Monday 24th March 2025. Interviews are likely to take place on Friday 28th March 2025.

Tours of the school are welcome and candidates are encouraged to contact Mrs Charlie Clark, Head's PA to make an appointment prepsec@ipswich.school

Please advise us of any special requirements you may have if you are called for an interview. If your special requirements mean that you need to submit this application in a different format please contact us.

PLEASE NOTE

- Ipswich School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure and Barring Service. Having a criminal record will not necessarily be a bar to obtaining the position. The Ipswich School policy on the recruitment of ex-offenders and the Code of Practice relating to the Disclosure and Barring Service are available on request.
- Ipswich School's employees are responsible for promoting and safeguarding the welfare of the children and young people they are responsible for, or come into contact with. The post holder must adhere to and ensure compliance with the School's Child Protection and Safeguarding Children Policy at all times. If, in the course of carrying out his/her duties, the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School he/she must report any concerns to the School's Designated Safeguarding Lead (the Senior Deputy Head, Pastoral for Senior School pupils, the Prep Deputy Head for Prep pupils and the Nursery Manager for The Lodge Day Nursery).
- Ipswich School's employees are expected to attend training in safeguarding children as directed.
- Applicants are advised that in the interests of the health and safety of all its pupils and employees, Ipswich School operates a *No Smoking Policy* and employees are expected to comply with the statutory restriction on smoking in public places.

March 2025