

## The Role

Title:	<b>Receptionist</b>
Contract:	<b>Permanent</b>
Hours:	<b>37 hours per week, Term time plus one week</b>
Grade:	<b>5</b>
Annual Salary:	<b>£19,701 - £21,241 (FTE £22,368 - £24,117)</b> (depending on experience)
Start Date:	<b>January 2024, or earlier</b>
Closing Date:	<b>Midday Thursday 28<sup>th</sup> September 2023</b>
Interview Date:	<b>To be arranged</b>

An exciting opportunity has arisen for a Receptionist to join our experienced team at Upper Shirley High School, part of Hamwic Education Trust (HET). We wish to appoint an exceptional Receptionist to join our friendly and supportive administration team and be the first face that our visitors see when entering our school. You will be working with the public, parents, staff and pupils and will need a kind and pleasant manner and also high standards of verbal and written communication. You will need to work independently and as part of a team with a flexible approach to your work, as schools are dynamic environments where no two days are ever the same.

USH is a heavily oversubscribed community school with just over 1050 students and 150 staff. We are incredibly proud of our family ethos and our success in delivering values-led education. We are known for our excellent career progression routes and we attract professionals who are willing to contribute to our sustained success. USH is a Leading-Edge School, consistently ranked high in Hampshire schools for overall achievement.

### **HAMWIC EDUCATION TRUST**

HET currently has 35 academies across the South Coast. Linked to 6 community-based partnerships, there are 32 primary academies, 2 secondary and 1 hospital school.

### ***'All about the Child'***

At HET, we aim to put the child at the centre of everything we do. We believe that by doing this, it drives our ethos and values to do the best we can for our children.

### ***'What about Sam'***

Sam is the name we have given to the notional Hamwic child. By asking ourselves 'What about Sam?' we ensure that we put our pupils at the heart of our decision making.

About you: we are looking for someone who:

- is proactive, confident and reliable, with a warm and professional approach
- is a active listener, with a good memory for names, faces and details
- is a natural organiser, and able to multi-task and work independently
- is patient, calm and able to work under pressure

**Is this you?**

It is an exciting time to join Upper Shirley High School. If you like a challenge and are passionate about what you do, we'd like to hear from you.

We can offer you:

- Excellent CPD opportunities and Training and Development Programmes
- In-house Teaching School
- An individual induction programme supported by a mentor
- Networking groups for Teachers, Business Managers, Site Teams and IT staff
- Eligibility to join the Teachers' Pension Scheme or Local Government Pension Scheme
- Generous holiday entitlement for staff working 52 weeks per year which increases with length of service
- Free eye tests up to the value of £25 for users of VDU equipment and contribution up to the value of £60 towards the purchase of glasses specifically for the use of display screen equipment (where all conditions are met)
- Opportunity to become a school workplace Health and Wellbeing representative, meeting with other schools on a termly basis and feeding into the Health and Wellbeing strategy
- Access to the Trust Health and Wellbeing pages
- Access to a staff benefits portal through Vivup
- Free confidential telephone and face to face counselling for staff and family members

#### APPLICATION PROCEDURE

We positively encourage prospective candidates to enquire about our school prior to applying. Please contact our recruitment team via email: [recruitment@ushschool.org](mailto:recruitment@ushschool.org)

Full details and application forms can be downloaded from our website: [http://uppershirleyhigh.org/staff\\_vacancies](http://uppershirleyhigh.org/staff_vacancies). Please return your completed applications to [recruitment@ushschool.org](mailto:recruitment@ushschool.org).

***Please submit your application as soon as possible as we may invite candidates to interview before the closing date.***

To give your application the best chance at being short-listed, where at interview you can demonstrate suitability for the role, please ensure you read the person specification and job description and give examples in your application. Should you be new to the education sector or do not have direct examples related to the person specification, do please provide examples from a similar experience.

#### SAFEGUARDING

All schools within the Trust are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant employment checks.

#### THE JEFFERYS EDUCATION PARTNERSHIP

The Jefferys Education Partnership is part of an umbrella Trust called the Hamwic Education Trust. At the Hamwic Education Trust we offer unique opportunities for those individuals that excel in education.

We aim to deliver an outstanding education to our pupils and to do so we must employ **outstanding** people.

We offer a training pathway for all employees including teachers, support staff and our middle and senior leaders.

Our staff have opportunities to work on cross phase projects and to work in other schools within the Trust in order to gain invaluable experience and enhance their skills.

## Job Description

Title:	<b>Receptionist</b>
Hours:	<b>37 hours per week, Term time plus one week</b>
Grade:	<b>5</b>
Responsible to:	<b>School Business Manager</b>

### Job purpose:

- To manage incoming enquiries in an efficient, helpful and friendly manner
- To act as the first point of contact with visitors to the school
- To assist in the efficient administration of the school
- To ensure safeguarding practice is rigorously adhered to
- To act with discretion at all times

### Key Duties:

- To act as first point of contact within the school by telephone, email or in person.
- Contribute to the smooth running of the school by:
  - Filtering enquiries and dealing with them as appropriate
  - Taking and passing messages to appropriate staff in a timely and efficient way
  - Welcoming a wide range of people including official visitors, parents
- Arrange reserved car parking for visitors, as and when requested.
- To receive all visitors in accordance with the school's safeguarding procedures, i.e. signing in and out, wearing the correct lanyard, DBS checks.
- Deal with all enquiries from visitors, callers, staff and students on a daily basis and endeavour to provide a resolution.
- To sort and distribute incoming mail and ensure outgoing mail is franked, ready for collection.
- To complete clerical and administrative tasks such as photocopying, printing etc.
- To undertake word processing of documentation (letters, reports etc.)
- Proof reading outgoing school communications to ensure correspondence is error free with a consistent style and message
- Sending whole school and specific electronic letters and texts to parents
- Inputting information onto the school's MIS database, extracting information as needed
- Updating the school calendar, adding and removing content as appropriate
- Updating the school's website, adding and removing content as appropriate
- To record details of students who are late to school and to ensure students who leave during the school day, follow the correct procedures.
- Deal with the safe storage and/or return of lost, found, or confiscated student property.
- To undertake designated duties during emergency procedures, to include fire evacuation and lockdown.
- To ensure that the Reception area is kept tidy, informative and welcome to visitors, staff and students, at all times.
- Using the Student Receptionist to deliver messages, small parcels, etc. to staff and pupils.
- Organise tours of the school for prospective students and parents.
- Assist with organising school events, e.g. Open Morning, Grandparents' Remembrance Service, etc.

- Deal with admission enquiries and direct to the relevant person/organisation.
- Undertaking such other duties as may be assigned by the School Business Manager.

**Supporting the school:**

At an appropriate level, according to the job role, grade and training received, all employees in the school are expected to:

- Support the aims, values, mission and ethos of the school and participate in a team approach to all aspects of school life.
- Attend and contribute to staff meetings and INSET days as required, and identify areas of personal practice and experience to develop.
- Take appropriate responsibility for safeguarding and children's welfare and be aware of confidential issues linked to home/child/teacher/school and keep confidences appropriately.
- Be aware of health and safety issues and act in accordance with the school's Health and Safety Policy.
- Carry out lunchtime and break time duties as directed

**Other Duties:**

The postholder may be expected to carry out duties other than those given in the job description where the level of responsibility is similar and he/she has appropriate qualifications or receives appropriate training to carry out these duties.

The postholder must:

- Ensure that Trust policies and procedures are implemented and followed.
- Work as appropriate with the Trust Central Services team in matters relating to finance, HR, IT and Health and Safety

# Person Specification

Title: **Receptionist**  
 Hours: **37 hours per week, Term time plus one week**  
 Grade: **5**  
 Responsible to: **School Business Manager**

Skills/ ability/ experience	To do what?	How well? Now or with training?	How important at the time of appointment?
<b>Knowledge &amp; Understanding:</b>			
A broad understanding of basic business administration and practical experience of clerical processes	To effectively undertake a range of basic clerical support duties	Desirable, with training to be given	4
English and Maths to GCSE Grade C or equivalent	To demonstrate a good level of numeracy and literacy	Now	3
Previous experience of reception duties (not necessarily within a school)	To receive visitors and answer the telephone in a helpful, efficient manner	Now	4
<b>Interpersonal and Communication skills:</b>			
Ability to communicate effectively with colleagues and students, through reasonable written and oral communication skills	To receive visitors, answer the telephone and undertake clerical duties	Now	5
<b>Initiative &amp; Independence:</b>			
To work on own initiative	To work alone in Reception as required and to deal with unanticipated problems and issues	Now	5
<b>Mental Demands:</b>			
Ability to concentrate for short/medium periods of time	To deal with enquiries by telephone or in person	Now	4

**Skills/Ability/Experience:**

<p>Understanding of key safeguarding issues and procedures</p>	<p>To ensure correct reporting and monitoring of any safeguarding issues arising across the school</p> <p>To maintain appropriate levels of confidentiality and data security in respect of personal / pupil / colleague information</p>	<p>Awareness of the sensitivity of these issues now. Training in school procedures given</p>	<p>4</p>
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**Financial Responsibility:**

<p>Experience of cash handling</p>	<p>To ensure that payments are processed and recorded accurately and that agreed systems and procedures are adhered to</p>	<p>Desirable</p>	<p>3</p>
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