



PARK VIEW

Aspire~Achieve~Succeed

Recruitment pack: School Receptionist

Pay Scale SC5

25 hours a week - 52 weeks per year

Fixed Term 12 months Contract



#CareerswithaView

For more information on careers at Park View contact:
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We know that a school is only as good as its team. Park View is dedicated to providing every staff member with an environment in which they can flourish.

To achieve this we are committed to three core principles that underpin how we offer our staff a career to enjoy and be proud of. The principles are:

- Inspire – supply an inspiring environment for staff to thrive and develop professionally and personally.
- Nurture – provide the opportunity to plan a successful career path.
- Develop – We understand that we have a responsibility to provide all staff with the resources and support to accumulate the experience and skills needed to fulfil your true potential.

Supply an inspiring environment for staff to thrive and develop

We recognise the importance of providing our staff with an environment where they are motivated, supported and valued. We have worked diligently to create an atmosphere where people are actively encouraged to ask questions and seek support, whilst also being provided with the freedom to explore opportunities that can bring real, positive change to our students' education. By joining us you will flourish as part of a successful, supportive and vibrant team where no two days are ever the same.

Nurture a successful career path for all employees

We empower our staff to have a strong outlook on their role at Park View and to play an active part in developing their own career path. You will be supported to build your career vision and aspirations by your line manager, who will be responsible for ensuring you are on track to achieve your goals.

Provide accessible development opportunities to staff at all levels

We know that we have a crucial part to play in providing you with the resources and support to accumulate the experience and skills needed to fulfil your true potential. With this in mind, we invest heavily in all our staff throughout their time with us, providing them with relevant development opportunities to match their personal career paths, to ensure that aspirations become a reality.

“Here at Park View you are encouraged to take responsibilities to help further your professional development.”
Louise Quinlan, English Teacher



A View from the Top



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Park View is committed to standing out from the crowd as an industry-leading employer. We are committed to providing you with a benefits package that you won't find elsewhere and demonstrates that your job satisfaction is crucial to us.

We understand that the mental and physical welfare of our team has a direct impact on the quality of education we can provide our students. We also understand that pressures from outside of work may also have a bearing on staff wellbeing. This is why we have created a benefits package designed to support you, not just inside of school but outside as well.

From discounted gym membership to free counselling, and from our dedicated wellbeing team to staff socials, we create an environment where employees can thrive in a high performing team. We pride ourselves on being an outstanding employer, and giving everyone who works with us a 'View from the Top'.

Unique benefits

- A right to a generous special leave allowances including dependency leave, carer leave and compassionate leave if required.
- Enhanced maternity, adoption and paternity pay and leave.
- 'Eden Red' childcare vouchers.
- Tax free bikes via Park View's cycle to work scheme.
- Interest-free loans for travel season tickets.
- Free eye test every two years for all, or every year once over the age of 50 and a contribution to the cost of your glasses.
- Heavily subsidised membership with Fusion Gyms.
- Inner London weighting pay rate.
- Free staff social events throughout the year.
- Subsidised healthy meals available.
- Park View is located next to an award-winning park, which includes an open recreation space, a managed garden, tennis and basketball courts.
- The surrounding area has a wide range of multicultural cuisine available.

Professional benefits

- New members of staff can expect a thorough induction programme.
- A dedicated member of staff acting as a mentor will assist with identifying training needs and development opportunities.
- A free, confidential staff advice and counselling service is available 24 hours a day, 365 days a year to all members of staff.
- Each department has its own work space for every subject area.
- An enthusiastic wellbeing team who arrange great team building and rewarding activities for staff.
- Teachers' pension scheme.

"The multicultural cohort at Park View builds an ethos of community and cohesion, while also working alongside staff who have a genuine passion for teaching." Alen Duvarciyan, Assistant Head



School Receptionist

We are looking to appoint an enthusiastic and talented individual to take on this important role.

The successful candidate's main objectives will be:

- To undertake the role of School Receptionist, based in West Green Learning Centre, as part of the Reception team
- To undertake the role of an On Call officer as part of the ON Call team
- To undertake other reasonable duties as may be assigned, in line with the above roles

Main duties and responsibilities

School Reception

- To undertake the role of Receptionist for the School, located in West Green Learning Centre; to deal with all personal enquiries and telephone calls in an efficient and effective way which promotes a positive image for the School
- To deliver an excellent standard of customer service.
- To liaise with colleagues as required to support the effective service support to both personal and telephone callers.
- To meet the demands of the role, with excellent timekeeping, taking responsibility as assigned

On call

- To be part of the ON Call team supporting the students in the delivery of a safe, secure environment
- To monitor student activity during school hours as assigned; to be part of the ON Call Gate Duty team each day between 3:15pm – 3:45pm
- To monitor on site student activity between 3:45pm – 4:15pm each day to ensure that students are in compliance with set agenda and priorities
- To be proactive in approach in terms of the Safeguarding agenda, supporting whole school agenda
- To be flexible, proactive and supportive in undertaking the various elements of the ON Call role as required

General Responsibilities Common to All Staff

- To carry out duties as may be required from time to time commensurate with the overall responsibility of the post.
- To comply and actively promote school policies, including Behaviour for Learning, Equal Opportunities and Health and Safety.
- To promote positive student conduct. To confront negative student conduct and take appropriate steps to deal with it.
- To deal with all telephone and personal enquiries efficiently and effectively, in a way that promotes a positive image of the school.
- To be smartly dressed, establish a business-like environment and promote excellent relationships and a positive ethos when communicating with students, staff, parents and external contacts.
- To undertake training and development relevant to the post.



School Receptionist Park View Person Specification

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Qualifications		
Maths and English to GCSE with 5 GCSE's or higher qualifications desirable.	X	
Vocational qualifications or training relevant to the job description preferred		X
Experience		
Experience of working in a Reception role or front office role; experience of customer services, and experience of working within a team environment	X	
Experience of successfully dealing with a range of complex and routine office tasks in a busy and challenging environment	X	
Experience of working with a wide range of people – staff, customers, contractors and clients	X	
Ability to multitask as required to support the changing agenda, on a daily basis.	X	
Experience in using Microsoft Office packages (essential) and other ICT packages (desirable) as tools to improve efficiency and communications	X	
Knowledge		
Excellent working knowledge of Microsoft Office packages	X	
Knowledge and understanding of the main aims of a community secondary school	X	
Good knowledge of effective office management systems	X	
Health and safety knowledge	X	
Skills & Competencies		
Excellent interpersonal, communication (telephone and personal) and numeracy skills	X	
Good organisational skills including recording, monitoring and checking progress where key tasks are concerned	X	
A team player with an ethos to contribute outside your primary roles in order to ensure the efficient running of both your team and the school	X	
Ongoing evidence of a personal commitment to professional development and the updating of job-related skills	X	
Ability to take charge of a situation as demand requires; managing with care and sensitivity in line with the school ethos and safeguarding policy	X	
Good personal presentation	X	
Discretion and reliability	X	