



# School Receptionist Appointment Information Pack

# Message From the Headteacher

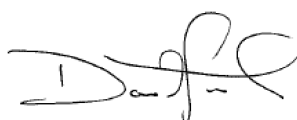
At Coombe Boys' School we are passionate about providing learners with opportunities that they would never have had before. We aim to fire the imagination and develop an aspiration and a work ethic that will enable learners to achieve their ambitions.

We believe that it is essential that school is a challenging, inspirational and transformational experience. We also believe that it must provide a moral framework for learners to live their lives by and that students perform to their best abilities when they feel supported, confident and happy.

We are enormously proud of our academic, sporting and cultural successes, however we are proudest of the fact that parents tell us that their sons are happy here and that they enjoy coming to school. Our successes have been recognised by the Department for Education who are funding a rebuilding programme for the school, which we hope will begin in Autumn 2024.

Thank you for taking the time to look at the information relating to this post. Please do contact the school if you have any queries or to arrange a visit.

Kind regards



David Smith  
**Headteacher**



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# Coombe Vision Statement

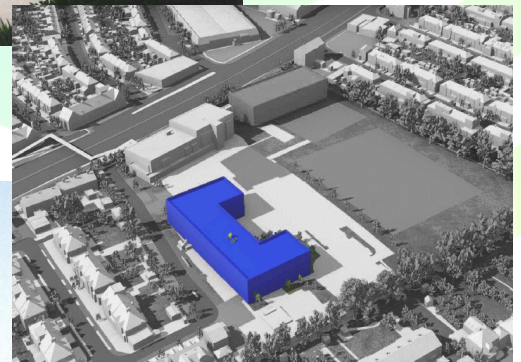
Coombe Boys' School, is a community of learners that embraces innovation and inclusivity in teaching, leading to academic excellence and a world of opportunity for all. We strive to foster a culture of creativity and critical thinking that empowers our students to become confident lifelong learners and responsible global citizens. Our commitment to providing a diverse and inclusive learning environment ensures that every student is heard, recognised as an individual and feels valued and respected. The focus on academic excellence prepares students for success in an ever changing world. Our goal is to inspire our students to think beyond the classroom and to explore the endless possibilities that lie ahead, so that they may confidently shape their own futures and make a positive impact on the world.

## Coombe prepares each student for their World of Opportunity by:

- **Delivering excellence** through innovative teaching that is inspirational and brings an ambitious, broad and inclusive curriculum to life. It engages every learner in their Coombe journey offering a transformational and challenging experience.
- **Driving ambition** by fostering a culture of creativity that develops all members of our community to be confident learners who are happy, resilient, embrace challenge and are excited by their own potential to shape the future.
- **Developing integrity** through a diverse and equitable community where every person is heard, recognised as an individual and feels valued and respected. Our shared purpose promotes exemplary behaviour, outstanding and supportive relationships between all above all, ensuring kindness permeates every day life.

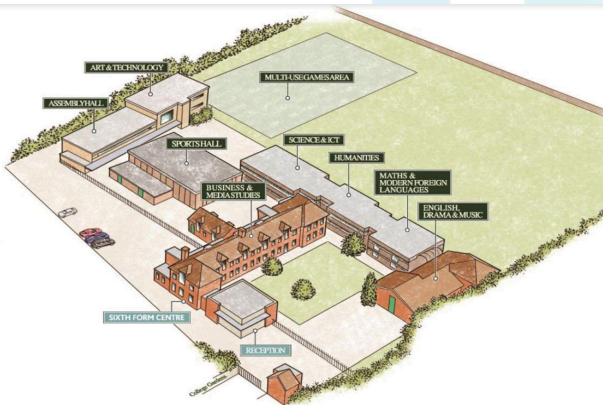
# School Rebuilding Programme

## New Main School Building



The school is about to embark on a multi-million pound rebuild project, which will dramatically change the school and give us the most up to date facilities in the local area. The whole process is expected to take 3 ½ years, and will present a number of challenges for the school during the process.

## New PE, Drama and Music Building



# Job Description: Receptionist

**Department or area:** School Office

**Hours:** 12.30pm - 4.30pm (Wed) 8.00am - 4.30pm (Thu/Fri)

**Responsible to:** Office Manager

## Purpose of the post:

- To provide an efficient and welcoming reception area to support the whole school, parents and visitors.
- To be part of the School Office administrative team.
- To understand and promote the ethos of the school.

## Professional Values and Practice:

- Maintain accurate student records.
- Communicate effectively and professionally with all levels of staff, external organisations, pupils and parents.
- Understand the contribution that support staff and professionals make.
- Contribute to and share responsibility in the corporate life of the school.
- Organising and managing effectively people and events.

## Main responsibilities and tasks:

### Main responsibilities

- Responsibility for the switchboard including:
  - Having first responsibility for taking incoming calls and processing them efficiently;
  - Switching the system on/off at the start and end of working day.
  - Taking down messages left on the answerphone overnight;
  - Recording any required outgoing messages including holiday arrangements.
- Dealing with visitors and parents, ensuring effective communication with internal staff, dealing with queries from staff and students, all in a professional manner.
- Ensuring the safety and security of the school by observing the school's policy on maintaining a supervised reception area at all times, responsibility for the entry and exit points of the school by controlling the security doors and car park barrier.
- To maintain the signing in/out books for visitors, staff and pupils in accordance with school policy.
- To maintain the electronic booking system for the meeting rooms.
- To assist the office staff when required.
- To perform any other duties which the Headteacher may reasonably require.

## General responsibilities:

### Results, Achievements, Standards

- Support the policies and practices for School Administration which reflects the school's commitment to high achievement and effective teaching and learning.
- Support the shared understanding of the importance and role of the School Office in contributing to pupils' spiritual, moral, cultural, mental and physical development, and in preparing pupils for the opportunities, responsibilities and experiences of adult life.

### Teaching and Learning

- Support staff in their drive to raise standards of teaching and learning.

### Student Development and Well-Being

- Contribute to a purposeful learning environment where learners feel safe, secure and confident.
- Support staff to manage learners' behaviour constructively and promote self-control and independence.
- Understand and participate in the contribution made by the pupils' understanding of the duties, opportunities and rights of citizens; how to recognise and deal with racial/homophobic stereotyping.
- Support the development of:
  - Effective communication and engagement
  - Young person development
  - Safeguarding and promoting the welfare of the child
  - Support transitions
  - Multi-agency working
  - Sharing information

### Relationships with Parents, Schools and Community

- Support the partnership with parents to involve them in their child's learning and support the provision of information about curriculum, attainment, progress and targets.
- Ensure the parental contact is friendly, supportive and professional.
- Ensure relationships with the wider community, other schools and external organisations is professional informative.

### Learning and Growth

- Managing own learning and performance.

### School Development Plan Focus:

- To action relevant aims of the School Development Plan in line with school strategies direction as indicated by the Line Manager.

### Appraisal:

- Participate in any arrangements within an agreed national framework for the appraisal of performance.

### Key Internal Relationships:

- Headteacher and Senior Leadership Team, teaching staff, support staff, pupils and students.

### Key External Relationships:

- Parents, community partners, borough staff, other schools in and out of borough, visitors to the school and other relevant organisations.

### Budget Responsibilities:

- Site Management budget.

### Health & Safety:

- Ensure health and safety and safeguarding regulations are observed at all times.

## Terms of Employment

### Time

*Support staff do not have Directed Time within their hours. However, staff may on occasion be asked to attend after school events and this is compensated for by their non-attendance at twilight INSET sessions.. This position is a school based role.*

### Undertaking other duties as may reasonably be expected

*NB This job description is not necessarily a comprehensive definition of the post. It will be reviewed regularly and may be subject to modification or amendment after consultations with the post holder.*

Agreed by: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

# Person Specification: Receptionist

The following comprises the qualifications, personal qualities, skills and experience required to fulfil the duties as outlined in the job description.

## Qualifications

### Essential:

- GCSE grade C (or equivalent) or above in both English and Mathematics.
- Requirement to participate in training/development as/when identified by line manager as essential for the performance of the post.
- Willingness to participate in other development training opportunities.

### Desirable:

- Educated to A Level (or equivalent).

## Experience:

### Essential:

- Experience in a busy office environment.
- A good working knowledge of Google Suite.
- Experience of using a database.
- Hold a First Aid certificate or be willing to be trained.

### Desirable:

- Experience of working in a school environment.
- Experience of working on a busy reception.
- Experience of using Arbor.

## Personal and Professional Skills and Attributes:

### Essential:

- Have a warm and approachable disposition.
- Be at ease working in a busy environment.
- Be well organised and efficient.
- Ability to deal efficiently with enquiries from parents, staff and outside agencies.
- Ability to recognise confidential information and treat it appropriately.
- Ability to work under pressure and in a situation where there are frequent interruptions.
- Ability to work constructively as part of team.
- Ability to work on own initiative and prioritise workloads to meet specified deadlines.
- Have a flexible approach to work and be adaptable to the school's needs, including flexibility to working hours when needed.
- Ability to demonstrate and promote good practice in line with the ethos of the School.
- Understanding of safeguarding issues and promoting the welfare of children and young people.
- Suitability to work with children.



Website: [www.coombeboysschool.org](http://www.coombeboysschool.org)

Facebook: [www.facebook.com/CoombeBoysSchool](https://www.facebook.com/CoombeBoysSchool)

X: [@CoombeBoysNews](https://twitter.com/CoombeBoysNews)/[@CBSHeadteacher](https://twitter.com/CBSHeadteacher)

YouTube: [Year 7 Welcome Video](#)

**Coombe Boys' School**

**College Gardens**

**Blakes Lane**

**New Malden**

**KT3 6NU**