



**INFORMATION FOR APPLICANTS**  
**RECEPTIONIST / ADMINISTATOR**  
**FULL-TIME / PART—TIME**  
**TO COMMENCE**  
**AS SOON AS POSSIBLE**



## THE SCHOOL

Founded in 1935, we are a vibrant and successful day and boarding prep (IAPS) school for boys and girls aged between 3 and 13, characterised by a genuine commitment to the pursuit of excellence. There are currently around 500 pupils at the School with a family style environment for our 40 boarding beds utilised by a range of weekly and flexi boarders. The School employs around 120 staff.

We are fortunate to be situated within 48 acres of parkland, only 15 miles from central London and conveniently located close to the M1 and M25 motorways. Our wonderful setting and facilities ensure our children are exposed to a wide range of experiences and develop confidence in a challenging, fun and inspirational environment.



At Edge Grove we offer a holistic education by encouraging the development of the whole individual, seeking to find and foster talent whether in the classroom, the art room, in music, on the stage or on the sports field. We firmly believe that all children can and will excel at something.



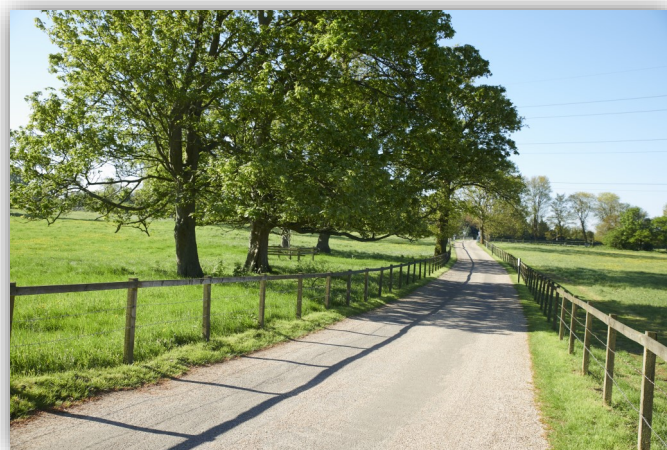
We encompass the traditional values of good manners and self-discipline coupled with a modern and progressive approach. We offer an education that instils self-assurance and a passion for learning that stays with children for the rest of their lives. Our first class teaching resources, strong academic approach and accessible and enjoyable teaching methods allow pupils to progress individually and reach their true potential in all spheres of school life.

At Edge Grove we are proud of our academic performance and children are prepared for a wide range of senior schools across the country, carefully chosen

to suit their academic and extra-curricular strengths. Edge Grove pupils characteristically approach the next stage of the educational journey with confidence and distinction.

Edge Grove was most recently inspected under a full integrated ISI inspection in September 2015 and was awarded 'Excellent' across all nine inspection categories. The report highlights how successful the school is in achieving its ambitious aims, including that of providing high standards of academic achievement through innovative teaching to ensure all pupils reach their full potential. It also reflects the importance the school places on learning in its broadest sense and in the recruitment and development of outstanding teachers and leaders.

Our November 2018 ISI Regulatory Compliance Inspection confirmed that we are fully compliant in all the standards, including the Early Years Foundation Stage and the National Minimum Standards for Boarding.



Working at Edge Grove offers the opportunity to be part of a vibrant and welcoming community, committed to academic excellence and the highest standards of pastoral care for its pupils. The Governors consider the development of excellence in the education offered to the pupils to be the underlying purpose of activities undertaken by all staff.

## THE ROLE

This is a key role within our small, but dedicated, administration team:

- being the first point of contact for the School;
- taking pride in providing first class customer service to pupils, parents, staff and visitors alike;
- providing excellent administration support, whilst answering the phone and welcoming visitors;
- an excellent team player but also self-motivating.

Specific duties are allocated by the Admin & Communications Manager and may vary as to the time of day and between term-time and holiday working but will include:

## MAIN RESPONSIBILITIES

### Reception of Parents, Pupils, Visitors & Goods

- Act as first point-of-contact for face-to-face, phone and email queries from parents, pupils, staff and visitors and take appropriate follow-up action.
- Ensure that the Reception Area is presentable, welcoming and secure at all times.
- Receive deliveries.

### Administration and Communication – as allocated by the Admin & Communications Manager:

- Co-ordinate all aspects of the Pupil Registration process, including after school activities for years 3 - 8 using the School's Management Information System (training will be given).
- Ensure accurate data is maintained in the School's Management Information System.
- Use of text/email messaging service and the School's Management Information System for parental communication.
- Provide proof reading support for communication documents.
- Collation and distribution of documentation.
- Provide administration cover when other members of the Admin Team are away.

### School Holiday Tasks

- Act as first point-of-contact for enquiries and deliveries from parents, prospective parents, visitors and contractors.
- Undertake a variety of administration tasks.

### Professional Responsibilities

- Set high personal expectations in terms of professional customer service, communication, punctuality and commitment.
- Attend INSET, team and staff training as appropriate, contributing actively in continual professional development and the Performance Management Review process.
- Support the School in its aims and objectives and promote the ethos and life of the school.
- Dress in a way that is commensurate with the working environment.

### School Policies

- Be familiar with all school policies and procedures and ensure they are accurately and consistently implemented.

## PERSON SPECIFICATION

Please ensure that your letter of application covers the criteria listed below as candidates will be shortlisted using this criteria.

CRITERIA	ESSENTIAL /
<b>Qualifications</b>	
NVQ Level 3 in Administration or Customer Service and / or Experience in an office environment providing face to face customer service	E
ECDL or office related IT qualifications	D
<b>Information Technology</b>	
Proficient in the use of the Microsoft Office Suite including Outlook email and calendar	E
Experience of Google Drive, OneDrive or similar	D
Use of a School management information system, ie SIMS, iSAMS, SchoolBase or an MIS equivalent in a non-School environment	D
Use of electronic software packages to facilitate administration tasks, ie CRM, finance, alumni, intranet, website	D
Experience of using social media within the workplace	D
<b>Experience</b>	
Face to face Customer Service	E
Experience of development, management and operation of administrative systems	D
Very good numeracy and literacy skills both written and verbal	E
Diary management, including room bookings and visitors	E
Time management skills	E
Creation of high quality internal documents, ie newsletter, signs, posters	D
A = Application; I = Interview, T = Test, R = References	

## TERMS & CONDITIONS

### Salary

By negotiation depending on qualifications, skills, experience and hours to a maximum of £25,500 per annum FTE.

### Hours of Work

**We are considering full-time and part-time applications.**

**The School Office is open during term time between 8am and 6pm.  
School Holiday hours are 9am to 3pm.**

For **full time** during term time the hours are Monday to Friday 9am to 6pm and during school holidays Monday to Friday 9am to 3pm.

For **part time** during term time the days and hours will be as agreed to cover the hours during which the School Office is open. During school holidays the hours are Monday to Friday 9am to 3pm. Please state your preferred days and hours in your application.

As with all its staff, the School may require you to work outside these hours to meet its 'reasonable' needs (e.g. open days and the like). There are usually eight inset days during the year scheduled as being four days prior to the start of the autumn term, 2 days prior to the spring and summer terms and one day post the end of the summer term (these are mandatory for all staff).

### Holidays

30 days (6 weeks) per annum which includes all 8 Bank Holidays and the 3 non-bank holiday days between Christmas and New Year when the School is closed. All holidays to be taken during the School holiday periods by agreement with your line manager. Maximum of 2 weeks' holiday at one time.

### Probationary Period

This appointment will be subject to the completion of a probationary period of six months to the satisfaction of the School. During this period, notice will be four weeks on either side.

### Pension

Defined contribution Pension Scheme – with up to 7.5% matched funding.

### Lunches

The post holder will be entitled to free School lunches during term time.

### Parking

Staff may park in designated areas on the School site at no cost – please note that all vehicles are parked at the drivers' risk.

### Dress Code

All staff are expected to set an example to pupils and should dress appropriately at all times.

### Smoking

The School operates a no smoking and no vaping policy.

## CHILD PROTECTION

In the context of his/her employment the member of staff will frequently be in the presence of children and must therefore have appropriate levels of training in child protection. All members of staff must comply with the School's Safeguarding Policy which is posted on the School's website and staff intranet. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety and welfare of our pupils, these concerns must be reported immediately in accordance with the policy.



### **Health & Safety**

The School takes its obligations under the Health & Safety at Work Act seriously and the post holder will be required to comply with all aspects of the School's Health & Safety policy, particularly in relation to safe working practices. All staff must keep up to date with the School's health and safety policies which are regularly updated and posted on the staff intranet.

### **Data Protection**

Personal data collected will be used during the recruitment process, and if you are successful will be added to your employee record. If you are unsuccessful, the information will be retained for six months following the completion of the recruitment process after which all details or papers relating to your application will be securely destroyed. For further information on how we use your information and who we may share it with, please refer to the Staff Data Protection Privacy Notice which is available on our website.

### **Recruitment, Selection and Disclosure**

Edge Grove is committed to the safeguarding and welfare of children and applicants must be willing to undergo child protection screening appropriate to this post, including checks with past employers and the Disclosure and Barring Service.

### **Equality and Diversity**

The School is committed to being an equal opportunities employer. To enable us to make any reasonable adjustments please let us know at application stage if you have any special requirements.

For operational reasons, the School reserves the right to transfer you to alternative duties. For this reason it is a condition of employment that you are willing to do so, if requested, from time to time.



### **APPLICATION DETAILS**

This post, as with all others, is subject to the School's policy on Recruitment, Selection and Disclosure which is available on the School's website at <https://www.edgegrove.com/contact-us/job-vacancies/>

The closing date for applications is **9.00 am on Tuesday 15th October 2019** and interviews will be formally held on Thursday 17th October 2019 but suitable candidates may be interviewed at any stage so an early application is advised.

Interested candidates should apply by email only to Verena Clark via [hr@edgegrove.com](mailto:hr@edgegrove.com) including a fully completed application form which is available from the School's website at <https://www.edgegrove.com/contact-us/job-vacancies/> together with a typed letter of application addressed to Mr Ben Evans, Headmaster, in either PDF or MS Word format. CVs are not accepted on their own but may be added to the application if deemed necessary.

To arrange an informal visit to the School or to discuss the role in confidence, please contact Verena Clark, on [hr@edgegrove.com](mailto:hr@edgegrove.com) or 01923 855724.