



All Saints'
Academy
Cheltenham

Application Pack Lead Receptionist



Where every member of our extended family realises their God-given potential, inspired by **John 10:10**. Jesus said 'I have come so you may have life in all its **fullness**'.





All Saints'
Academy
Cheltenham



www.asachelt.org

All Saints' Academy, Cheltenham, Gloucestershire.

Principal: Mr Benjamin Williams

Lead Receptionist

Start date: As soon as possible

Salary: Grade 5 Points 11-14 £27,269 - £28,624 pro-rata (Pro-rata range £23,396 - £24,559 per annum)

Hours of work: 37 hours per week/ Term time plus one week for inset days

Contract: Permanent

Closing date: 9am Monday 23rd September 2024

We are looking to appoint a skilled and professional Receptionist for this important role within the Academy. We pride ourselves on how we welcome people to our academy.

You will provide a polite and friendly welcome to all visitors, parents, students and fellow employees that arrive at All Saints' Academy. You will be dealing with queries in person, by phone, email and post in an efficient and accurate manner.

The hours of work are Monday to Thursday 8.30 am – 4.30 pm and Friday 8.30 am – 4 pm during term time and inset days.

All Saints' Academy provides an excellent education for its students. Over the past few years our results have typically been amongst the best GCSE performing non-selective secondary schools in the Cheltenham and Tewkesbury area.

Following another Good judgement, Ofsted reported:

- All Saints' Academy is an inclusive school.
- Leaders and directors have been successful in improving pupils' life chances by ensuring that they have achieved well in recent years.
- Staff hold fast to the school's values and ethos, which unite them in their drive to improve standards.
- There is a clear determination to support pupils and their families to overcome barriers.

Ofsted 2018

We are an inclusive Church Academy who welcomes applications from all denominations and those of none.

What we offer:

- The Academy is in an attractive new building, within easy access to Cheltenham, Tewkesbury and the M5 with onsite catering facilities

- Entry into the Local Government Pension scheme
- Free access to the onsite gym facility
- Access to our Employee Assistance Scheme
- Free onsite parking including electric car charge points

The Academy is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment. Shortlisted candidates will be subject to an online search in line with Keeping Children Safe in Education 2022 recommendations. Successful applicants will be subject to enhanced DBS clearance.

To apply for this role please complete an online application form that can be found on the Academy website www.asachelt.org If you have any questions regarding this role please contact Katie Jordan, HR Manager at hr@asachelt.org

All Saints' Academy is committed to ensure that all applicants and employees are given equal opportunities and that no applicants or employees are discriminated against on the basis of gender, gender reassignment, race, disability, pregnancy or maternity, sexual orientation, marital or civil partnership status, age or religion and belief.

JOB DESCRIPTION



Job Title: Academy Lead Receptionist
Hours of work: 37 per week/ Term time plus one week for inset days
Reporting to: Reception Manager/ Principal's PA

Key Activities

To answer incoming calls, both internal and external, redirecting/taking messages as necessary, acting on instructions received and keeping appropriate records.

Operate the Academy's switchboard and provide training for others as appropriate.

To relay messages to staff and students and locate students in lessons for urgent matters.

To receive all visitors, ensure they sign in and out and issue passes in accordance with the Academy's safeguarding procedures.

To deal with access control to the building and site for all students, staff and visitors to the Academy ensuring that safeguarding procedures are followed correctly.

To deal with general day to day queries from staff, students, parents/carers and others contacting the Academy.

To be trained as an Academy First Aider and be on the Academy first aid rota when needed.

To accept students' valuables other belongings for safekeeping, in accordance with Academy policy.

To provide a lost property service.

To support the administration team, undertaking general office duties as and when required.

To frank external post.

To assist with the preparation, distribution and collation of various communications e.g. newsletters.

To assist with the maintenance of the attendance/absence register for students who arrive or leave outside of usual registration times.

Receive admission enquiries from parents – take initial contact details from parents, and pass to Principal's PA

Service the day-to-day needs of students e.g. copies of timetables and other such information.

Accountability

To provide an efficient, friendly and professional reception service for the Academy.

Dealing with all contacts with the Academy, promptly and courteously.

To ensure that the reception areas are kept tidy, informative and welcoming to visitors at all times.

Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person.

Other Specific Duties

All support staff will be expected to accept reasonable flexibility in working arrangements and the allocation of duties, in pursuance of raising student achievement and effective team working. Support Staff will also:

- model the ethos and vision for the Academy
- to continue personal professional development as required
- to actively engage in the performance review process
- support whole Academy acts of worship and prayer for the day.

It is important that all staff recognise that they are an integral part of the Academy and have a duty to contribute to its overall effectiveness both within their specific areas and beyond.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not be identified. Employees will be expected to comply with any reasonable request from the Principal to undertake work of a similar level that is not specified in this job description and to undertake all duties reasonably requested by their line manager in a manner consistent with the vision of All Saints' Academy.

The academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

PERSON SPECIFICATION



Job Title: Lead Receptionist

| | Essential | Desirable |
|----------------|--|--|
| Qualifications | <ul style="list-style-type: none"> GCSE grades A-C or 4-9 in English and Mathematics or equivalent qualification | <ul style="list-style-type: none"> First Aid Certificate Further qualifications or training relevant to the role such as typing skills, receptionist training, administration skills Safeguarding in Education training |
| Skills | <ul style="list-style-type: none"> Experience of greeting visitors and making them feel welcome in a positive and friendly manner Experience of working on a switchboard Basic clerical duties and office procedures Approachable with good interpersonal skills Good standard of personal presentation | <ul style="list-style-type: none"> Use of education MIS system (SIMS) Experience of working in an Education setting |
| General | <ul style="list-style-type: none"> Flexible and enthusiastic attitude Clear ability to relate to young people. Good working knowledge of using MS word, Excel and outlook Ability to work largely on own initiative Excellent time-keeping skills | <ul style="list-style-type: none"> Ability to be part of a team Willingness to work flexibly in response to changing organisation requirements |