Application Pack

Receptionist / Administrative Assistant

Part Time, Term Time Only, Permanent (12.15 p.m. – 5.00 p.m.)

Principal – Elly Tobin

Joseph Chamberlain Sixth Form College
1 Belgrave Road
Highgate
Birmingham
B12 9FF

Tel: 0121 446 2200
Email: personnel@jcc.ac.uk  Web: www.jcc.ac.uk
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Dear Colleague,

I am delighted to provide an application pack for the role of Receptionist/Administration Assistant at Joseph Chamberlain Sixth Form College. I hope you will find this information interesting and that it will help you in taking your application forward.

As the only Sixth Form College to have been awarded the Queen's Anniversary Prize for Further/Higher Education, we are a popular and oversubscribed college with a national reputation for excellence. Our 40 million pound state-of-the-art building and garden opened its doors in September 2008 and we are delighted that our new campus was awarded the Prime Minister's Prize for the best public building in the UK. In our ninth learning year in the new building, it still looks immaculate and staff and students are proud of our learning environment.

Our most recent Ofsted inspection was an enormous success and we were awarded a grade of ‘good’ overall with many ‘outstanding’ features noted. Inspectors’ comments included:

- AS-level students make exceptional progress
- The proportion of students that successfully complete their qualifications is high
- Students benefit from excellent support and are well prepared for university life
- Staff set high standards and have ambitious targets for improving students’ achievements
- Outstanding enrichment programme
- The effectiveness of leaders and managers is outstanding

We are persistent in our desire to deliver excellence for all of our students and this means that offering them outstanding learning experiences is the focus of everything we do. We want our students to be happy and successful in later life, achieving excellent examination results and enjoying a wide range of exciting opportunities that broaden their experience along the way. To this end, we place a strong emphasis on the quality of our teaching and learning. We aim to deliver inspiring lessons to our students and our teachers work collaboratively to ensure that learning is both rigorous and innovative. We are equally proud of the pastoral support we offer to our students to ensure that they succeed and proud of the enrichment opportunities we provide.

All current and future colleagues joining our excellent team of teaching and non-teaching staff should therefore have a strong drive and determination for the success of our students, providing positive role models for them and caring about their wellbeing. To work at JCC, we hope you will aspire to be an outstanding colleague and be willing to share ideas with and learn from your colleagues. In return, we will provide you with first-class facilities, outstanding resources and a wide variety of professional development opportunities.

Finally, I would like to wish you the very best of luck with your application for the post and genuinely appreciate the investment of your time in the process.

Best Wishes,

Elly Tobin
Principal
Background and Context

Our Purpose – What we are here to do

To provide an exceptional learning experience for all of our students, raising their aspirations and improving their achievements so that they can enjoy a level of success in later life that realises their highest ambitions.

Our Vision For 2019

In 2019, Joseph Chamberlain College will be the first choice for school leavers in Birmingham because it will be recognised for excellence in academic achievement, exceptionally high standards of teaching and its capacity to raise the aspirations and ambitions of all of its staff and students so that they can enjoy rewarding and successful futures. With a strong commitment to effective collaboration with a wide range of partners, Joseph Chamberlain College will be innovative and forward-thinking for the benefit of its current and future generations of students and staff, inspiring others as a model of exemplary practice.

Our Core Values

We believe in:

- Excellence and Ambition
  - Everything we do is focused on improving the student learning experience.
  - We have high ambitions, expectations and commit to excellent in everything we do.
  - We demonstrate a ‘can do’ attitude, embracing the need for continuous improvement and positive change.

- Cooperation and Communication
  - We work together positively as a team for the benefit of the college
  - We learn from our own and each other’s mistakes and successes, taking responsibility for our actions.
  - We are professionally honest with each other and create trust through effective relationships and transparent communication.

- Equality and Recognition
  - We value diversity and inclusivity and let this underpin all we do, treating people with respect and fairness.
  - We value and recognise everyone’s work and the individual contribution they make to the lives of students.
  - We display loyalty to and pride in our college and its students.

Our Current Strategic Objectives

1. The Academic Achievements and Success of Our Students
   To be highly ambitious for all of our students and prioritise their success so that they achieve the highest standards academically, making significant progress throughout their time with us.

2. The Learning Experience of Our Students
   To ensure that all of our students benefit from an exceptional learning experience that excites, inspires and broadens their minds both in the classroom and beyond.
3. **The Support and Development of Our Students**
   To ensure that all of our students are supported to develop into confident and responsible citizens who believe in their own ability to do well in later life and who are respectful of the diverse societies of modern Britain and the wider world.

4. **The Reputation and Recognition of the College**
   To position the College as a nationally recognised Sixth Form College that attracts an increasing number of students each year, is a highly desirable place to work and captures the interests of a wide range of partners with whom we will collaborate.

5. **The Leadership of the College and its Resources**
   To manage our resources and finances expertly so that we can continue to row and develop as a College to seek innovative opportunities for improvement amidst the challenges facing the sector now and in the future.

**Information about the College**

Joseph Chamberlain Sixth Form College was established in 1983 and now offers a wide range of academic and vocational courses from Entry Level to Level 3. Our curriculum offer and entry criteria are highly inclusive, offering clear progression routes to success for all students, regardless of their starting points and backgrounds. Approximately 80% of our work is with 16-18 year olds at Level 3, who study AS/A2 Levels or Level 3 BTEC Extended Diplomas. At Level 2, we offer BTECs and a comprehensive GCSE programme to 16-18 year olds; at Entry Level and Level One, we have a relatively extensive ESOL provision for both 16-18 year olds and 19+ learners.

In addition, our Adult Learning Directorate offers both daytime and evening classes in Literacy, Numeracy, GCSEs, Languages and a range of Vocational Provision to the local community, taught in a wide range of community venues across the city. Our ‘College for International Citizenship’ offers a leading international programme in global citizenship for students locally, nationally and internationally. We work in partnership with a number of providers and franchise a small part of our provision to Birmingham Theatre School, The Birmingham Finance and Management Business School, Birmingham Ethnic Education Advisory Service (BEEAS) and Bordesley Green Girls’ School. We also host weekend provision for the Birmingham Chinese and Arabic Schools on Saturdays. Our wider curriculum is also rich and varied and students benefit from a great deal of choice in sports, additional languages, performing arts, fundraising activities, an annual Model United Nations Conference and various other student-led clubs/societies.

In 2017, Joseph Chamberlain College achieved A level pass rates of 99% for the fourth year running. In our last inspection in 2014 we were graded as ‘good’ overall and ‘outstanding’ for the effectiveness of leadership and management. Since then, we have continued to provide a broad, inclusive and high quality education to all of our learners that results in some of the highest levels of progression to Higher Education in the sector.

The College is situated within easy reach of Birmingham city centre in a state of the art building with superbly equipped classrooms and outstanding facilities. We were featured in the 2015 Parliamentary Review for best practice in further education and were awarded the CPD Mark last year for our comprehensive package of innovative and high impact professional development. We support all newly qualified teachers to achieve QTS or QTLS, and are part of a local teaching alliance. We have also been short listed for the 2017 TES Sixth Form College of the Year Awards.
Terms and Conditions

Contract Type

Part Time, Term Time Only, permanent (12.15 p.m. – 5.00 p.m.)

Salary

Salary will be on the Sixth Form Colleges’ support staff pay scale within the range points 16 to 18, currently £16,176 to £16,804 per annum pro rata (which will be adjusted for term time only working). Salaries are paid monthly by bank credit on the 25th of each month.

Term time only staff normally work for 39 weeks per year and are paid for 39 weeks, plus a proportion of 4.4 weeks annual leave plus 2.6 weeks of Bank and Public holidays which will be adjusted to term-time working.

Hours of Work

The hours of work will be from 12.15pm – 5.00pm Monday - Friday. You will occasionally be required to work outside normal hours, and this will be agreed by negotiation.

Please be aware that our term dates fall in line with Birmingham City Council term dates, aside from the summer term.

The summer term ends during the second week of July and the autumn term begins on GCSE examination results day.

Superannuation

The successful candidate will be eligible to join the Local Government Pension Scheme and you will automatically become a member unless you opt not to join.

Accountability

The post is accountable to the General Office Co-ordinator.
Making Your Application

1. Complete the JCC Staff Application Form. **Please state clearly on your application the position you are applying for.**

2. Provide a supporting statement (in section 8 of the application form) of **no more than two sides of A4**, in which you demonstrate how your skills, abilities and experience make you a suitable candidate for the role. Please give specific details and examples of how you meet all aspects of the person specification.

3. If you are applying for a teaching or curriculum based role, please complete the examination results form provided (applicants who are still completing their PGCE course need not complete this).

4. The completed form should be returned by email to personnel@jcc.ac.uk or by post to:

   The Director of HR  
   Joseph Chamberlain Sixth Form College  
   1 Belgrave Road  
   Highgate  
   Birmingham  
   B12 9FF  
   Telephone: 0121-446 2200

Deadline

The deadline for the post(s) is **Monday 2nd October 2017** (to arrive no later than 12 noon).

Shortlisting

Unfortunately, we will be unable to notify candidates who are not on the shortlist. Therefore, if you have not heard from us by **2nd November 2017** please assume your application has been unsuccessful on this occasion.

Equal Opportunities Policy

Joseph Chamberlain College is committed to equality of opportunity in recruitment and selection. Every care has been taken in the drawing up of this job description and person specification to ensure that the requirements of the post are not discriminatory on account of race, gender or age. Similar care will be taken during the short-listing and interviewing stages. If candidates are dissatisfied about any part of the process they should write in the first instance to the Principal of the College setting out the nature of their complaint.

Data Protection Act 1998

Under the Data Protection Act 1998, the College needs to have your consent to collect and process information about you for the proper administration of the selection process and the employment relationship should you be appointed. Please accordingly make sure you sign the declaration at the end of the application form. After an appointment has been made, all the papers of unsuccessful candidates are kept for a period of nine months and are then destroyed.
Candidates with a Disability

The College is a Disability Symbol User. If candidates with a disability need any special arrangements for interview, they should enclose a letter giving details of these, marked for the attention of the Personnel Manager.

Police checks and Rehabilitation of Offenders Act 1974

The successful candidate will be required to apply for a Disclosure from the Criminal Records Bureau. The College follows the Code of Practice laid down by the CRB, and this is available from the Personnel Office upon request. In accordance with the above Act employees with access to children and young people under the age of 18 are not allowed to withhold information regarding criminal convictions no matter when they occurred.

Selection Process

Short-listing of candidates for interview will be undertaken by the line manager and a member of the senior management team. All candidates invited to interview will be asked, on the day, to complete a practical task relevant to the nature of the post before proceeding to formal interview. Short-listed candidates will be given the opportunity to tour the College and meet other staff.
Job Description – Receptionist/Administration Assistant

1. MAIN DUTIES / ACCOUNTABILITIES

Specific Duties

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<td>1.</td>
<td>Serving visitors by greeting, welcoming, directing and announcing them appropriately.</td>
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<td>2.</td>
<td>Assist in monitoring visitors to ensure a secure environment and maintains security by following visitor procedures</td>
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<td>3.</td>
<td>Ensure effective telephone and mail communications both internally and externally to maintain professional image.</td>
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<td>4.</td>
<td>Answering, screening and forwarding any incoming phone calls while providing basic information when needed</td>
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<td>5.</td>
<td>Receiving, sorting and distributing daily post/deliveries/couriers.</td>
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<td>6.</td>
<td>Clerical tasks relating to staff and student sickness monitoring schemes</td>
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<td>7.</td>
<td>Assisting with booking meetings and conference room reservations and organize all related aspects for meetings.</td>
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<td>8.</td>
<td>Monitoring of the college emails general enquiries.</td>
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General Duties

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<tr>
<td>1.</td>
<td>Update various spreadsheet sheets and records</td>
</tr>
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<td>2.</td>
<td>Photocopying, word-processing, printing, filing, faxing etc.</td>
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<tr>
<td>3.</td>
<td>Preparing and updating the staff directory</td>
</tr>
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<td>4.</td>
<td>Data entry for student surveys</td>
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<td>5.</td>
<td>Any other duties appropriate to job purpose, which may reasonably arise from time to time.</td>
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**Person Specification - Receptionist/Administration Assistant**

Applications will be short-listed and short-listed candidates assessed against the following criteria. Please show evidence of these competencies in your application.

A = Application form, L= supporting information or letter, T= test, I = Interview, R= Results Form

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<td>1.</td>
<td>Educated to NVQ Level 2 standard, GNVQ Intermediate or have 5 GCSEs at Grades A to C including English and Maths.</td>
<td>Essential</td>
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<td>2.</td>
<td>Professional appearance, good communication skills and a welcoming and friendly manner</td>
<td>Essential</td>
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<td>3.</td>
<td>Good working knowledge of Microsoft Office, especially Word and Excel</td>
<td>Essential</td>
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<td>4.</td>
<td>Good data entry skills</td>
<td>Essential</td>
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<td>5.</td>
<td>Must be reliable, punctual, organized, and have demonstrated ability to juggle multiple priorities in a very busy office.</td>
<td>Essential</td>
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<td>6.</td>
<td>Previous experience of operating a telephone system.</td>
<td>Essential</td>
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<td>7.</td>
<td>Have a positive attitude to working in a multi-cultural environment.</td>
<td>Essential</td>
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<td>8.</td>
<td>Demonstrate a commitment to Equality and Diversity issues.</td>
<td>Essential</td>
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<td>9.</td>
<td>Demonstrate a commitment to promoting and safeguarding the welfare of children and vulnerable adults in line with College Policy.</td>
<td>Essential</td>
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<td>10.</td>
<td>Availability to work extra hours on occasions, particularly during peak periods of work e.g. August/September each year, which is the student enrolment period, Open Days and other main events which require reception cover.</td>
<td>Essential</td>
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<td>11.</td>
<td>Working knowledge of mail processes such as postage and franking machine</td>
<td>Desirable</td>
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<td>12.</td>
<td>Previous experience of reception/administration work</td>
<td>Desirable</td>
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<td>13.</td>
<td>Experience of working in an educational and/or public service environment.</td>
<td>Desirable</td>
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