



FOREST SCHOOL

Independent Day School for
pupils aged 4 – 18
in East London

Receptionist





Safeguarding

The School is committed to safeguarding and promoting the welfare of children. Safeguarding checks will be undertaken in accordance with School policy. The safeguarding responsibilities of the post can be found in the job description and person specification in this recruitment pack.

NB The post is exempt from the Rehabilitation of Offenders Act 1974.

Contact Details

Address: Forest School, College Place, London E17 3PY

Telephone: 020 8520 1744

Email: reception@forest.org.uk

Website: www.forest.org.uk



Welcome from the Warden



Dear applicant,

Thank you for your interest in the post of Receptionist at Forest School.

Forest School knows its pupils and knows itself. It puts the individual child at the centre of all it does and promotes a clear set of values, which underpin the Forest culture.

This is a humane, open-minded school with both feet on the ground, in which the pupils' all-round personal development is outstanding and academic attainment is high. It is, above all, a happy school which understands the rich inter-relationship between the curricular, the co-curricular and the pastoral.

We benefit from a tremendous location: on the very edge of North-East London, a city school surrounded by ancient forest, safe but not secluded, and within a diverse, dynamic community. There is boldness in the School's character, a readiness to be forward-thinking and adaptable, with pride in what we are and excitement for what lies ahead.

Seeing the School for yourself and meeting our pupils and staff is the best way to learn more about us and our culture.

We are excited about you potentially joining our team and look forward to your hearing from you.

Best wishes,

Marcus Cliff Hodges
Warden





About Forest School

Every school promises something. But at Forest, we don't make empty promises. What we offer is simple: a place to grow. For every young person to find their footing, their confidence, their voice. To figure out who they are - and where they're going.

We know that every pupil is different. Some are bursting with confidence from day one. Others take time to find their feet. That's okay. We meet everyone where they are, and help them get to where they want to be.

Here, growth isn't just about what our pupils learn. It's about how pupils learn to think for themselves. How they handle challenges. How they work with others to find a solution. This is a place where young people try everything. Maybe they find something they're amazing at. Maybe they fail, try again and find their niche. Either way, our pupils grow. What matters isn't perfection. It's trying. And we're here to support our young people every step of the way.

People here look out for each other. We know the names, the stories, and the dreams behind every face. We're not perfect - we're not trying to be. But what we are is real. And in this place, every young person knows they belong.

No one stays at school forever. The real goal is what happens when they leave. At Forest, we prepare pupils for life. Whether it's in the classroom, the office, or halfway up a mountain, Forest pupils always carry something with them: the confidence to keep growing and the courage to make a difference.

Forest is an outstanding all-round school, full of 1,500 bright, sparky pupils aged 4-18. We are lucky to be located in this dynamic part of Northeast London, allowing us to attract staff from a diverse range of social and ethnic backgrounds who share in being academically ambitious, but are grounded, engaging, and very loyal to the school.

Described by the Good Schools Guide as a 'powerhouse with a heart' and enjoying a reputation for strong expert teaching and learning, Forest staff are encouraged to find success on all fronts through the breadth of the opportunities on offer to them.

We aim to develop the whole pupil through our distinct educational provision which gives equal weight to academic, co-curricular, and pastoral strands of school life. To this end, Forest promotes all-round educational excellence, recognising that personal growth requires top skills but also a developed sense of service and an awareness of responsibilities to other people.

Forest is recognised as a school that is always evolving, self-evaluating, and planning strategically for its future, while valuing its heritage and its location. All of this makes our community a stimulating one to work in for our 150+ teachers and 100+ non-teaching staff.



Why work at Forest? – Click [here](#) for Video

There are many benefits of working at Forest school as staff are our single most important asset. Key benefits include:

- A large, cheerful, collegiate staff body
- Well resourced departments
- A comprehensive and research-informed professional development programme
- Opportunities to contribute to the wider community via our extensive Outreach Programme
- Generous holiday entitlements
- Our own competitive salary scale
- Walking distance of Snaresbrook Central line tube station and Wood Street overground station
- Membership of the School' Group Life Assurance scheme and Personal Accident Scheme
- Membership of a pension scheme
- 20% fee remission for children (Y3-13) attending Forest School. For part-time staff the fee remission will be prorated in proportion of their working hours
- Subsidised membership to the Sylvestrian Leisure Centre
- Free hot lunch (takeaway sandwich lunch also available) and refreshments throughout the day (Term time)
- Refreshments are available throughout the day in the staff Common Room



The Role: Receptionist

Reports to Attendance Officer/School Office Manager



KEY DUTIES AND RESPONSIBILITIES

Duties will include but are not limited to:

- To meet and greet all visitors in a friendly and professional manner aligned to the values and ethos of the school
- To deal with incoming telephone communications in efficient and professional manner. This will involve becoming familiar with the roles and responsibilities on the school estate in order to be able to direct callers appropriately
- To deal with pupil registration for late arrivals
- To receive, check and arrange distribution of all deliveries of post, parcels etc.
- To receive and frank mail in readiness for collection by the Post Office
- To undertake other general administrative duties as required
- To distribute post to all staff
- To ensure the security of any exam paper deliveries/collections
- Any other duties which may be reasonably required of you by your Line Manager

NB: The job description contains an outline of the typical functions of the job and is not an exhaustive or comprehensive list of tasks and duties





CHANGE & ADDITIONAL DUTIES

If during the course of time the duties and responsibilities should change, the job description will be reviewed and amended in consultation with the postholder.

The postholder will carry out any other duties as are within the scope, spirit and purpose of this job description as requested by your line manager.

TERMS AND CONDITIONS

- Term time hours: Alternate weeks: 07:00 -15:00/10:00-18:00
- Forest School holiday hours: Half of all Forest School holidays (by arrangement with Line Manager and Reception colleague): 08:00-15:30
- Annual Leave: 30 days annual leave entitlement which will be off-set by non-working days during Forest School holidays
- Lunch Break: One Hour
- The post holder will be expected to attend Open Day and InSET days. There may also be a need to support with Admission events, as requested
- Support staff are enrolled into a defined contribution scheme. Staff are required to make a minimum contribution into the scheme, amounting to 5%. The School will make a graduated employer contribution, starting at 19.46%, based on length of service
- Free lunches during term time and when working during the school holidays
- Refreshments available in the Common Room throughout the day
- Discounted membership of the Sylvestrian Leisure Centre
- Assistance obtaining permit of parking
- Employer death in service benefit
- Support with extensive CPD opportunities





PERSON SPECIFICATION

The successful candidate will have:

QUALIFICATIONS AND EXPERIENCE:

- GCSEs (or equivalent) in English and Maths at grade C or above.
- Proven experience in a front-facing receptionist, customer service, or administrative role.
- Experience in a school or educational environment (**Desirable**)
- First Aid qualification or willingness to undertake training (**Desirable**)

KNOWLEDGE & SKILLS:

- Excellent verbal and written communication skills.
- Strong interpersonal skills, with the ability to engage professionally with a wide range of individuals.
- High level of organisational skills, with the ability to multitask and prioritise workload effectively.
- Proficient in the use of standard office software, including Microsoft Office (Word, Excel, Outlook).
- Familiarity with school management software systems (**Desirable**)

APTITUDES:

- Friendly, welcoming, and professional demeanour.
- A team player with a proactive approach to work.
- Reliable and punctual, demonstrating a strong sense of responsibility.
- Ability to remain calm and composed under pressure.
- A commitment to delivering exceptional customer service.
- An understanding of the need for confidentiality and discretion at all times.





Other Professional Duties

- Support and foster the aims of the School.
- Make themselves familiar with the contents of the Staff Handbook, the School's aims and policies and endeavour to follow these closely.
- Carry out such duties, including cover for absent colleagues and examination invigilation, as are allocated to them by their Head of Department or Senior Teachers, punctually and efficiently.
- Attend staff meetings, parents' evenings, Commemoration Day, Inset sessions and similar
- important functions both in and out of normal School hours, and participate in the main
- Saturday Open Day for prospective parents and pupils.
- Notify their Head of Department and the Deputy Warden as early as possible if they are going to be absent from School and set rigorous, appropriate work.
- Attend relevant in-service training each year, after obtaining the consent of their Head of Department and the Deputy Warden.
- Take part in the School's performance management scheme and appraisal

SAFEGUARDING

The postholder will be required to;

- Submit an Enhanced Disclosure and Barring Check (DBS).
- Complete Child Protection Training.
- Promote and safeguard the welfare of all children and young person's they are responsible for or come into contact with.

FOREST SCHOOL'S POLICIES AND PROCEDURES

The postholder is required to actively follow and abide by all Forest policies and procedures including Equal Opportunities, Safer Recruitment and Child Protection, and will maintain an awareness and observation of Fire and Health & Safety Regulations

If during the course of time the duties and responsibilities should change, the job description will be reviewed and amended in consultation with the postholder.

The postholder will carry out any other duties as are within the scope, spirit and purpose of this job description as requested by the line manager.



The Process

Applications are via the application form on TES and applications will be reviewed on an ongoing basis, so early applications are encouraged. The School reserves the right to make an appointment at any stage.

Applications will close 8am on 23rd January 2025

First round Interviews will be held on the week commencing 27th January 2025





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