

School Receptionist

Recruitment Pack



The
Ravensbourne
School

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WELCOME FROM THE CEO

Thank you for showing an interest in our pupils, our schools and our Trust. This is an exciting time to join Education for the 21st Century. We are a very different organisation in 2023 than we were four years ago. We have understood the need to transform and have developed greater capacity in our leaders at every level. We have developed a shared understanding of what great teaching looks like, developed our curriculum model, developed clear behaviour principles, and landed upon an exciting model of instructional coaching to drive forward teacher efficacy.



Our strategy over the next two years reflects our growing capacity but it also reflects the need to improve quickly. In Year 1 we established the 'backbone' of the organisation and to align, where doing so impacts pupils progress, or allows us to influence progress through growing greater capacity in our schools and realising efficiencies. In Year 2, now, we hope to see all schools moving closer to national progress or beyond, as they realise the benefits of collaborative working based upon a common school workflow. In Year 3, as this rapid progress continues, we begin to add capacity for growth so we can support our mission of transforming lives and our aim of becoming one of the highest performing multi academy trusts in London and the South East.

Of course, our strategy is responsive to the needs of those closest to us. The wellbeing of the young people in our care has been significantly impacted by the recent pandemic. Our support will be strategic and comprehensive. Furthermore, the pandemic has had a dramatic impact upon the career prospects of our pupils. Our strategy over the coming years seeks to ensure that our pupils are well placed to move successfully into the next stage of their education or working life, with the right knowledge and skills to make a valuable contribution to society.

The development, wellbeing, and support of staff within the Trust will play a crucial part in our strategy. We adapted quickly to new ways of working and continue to refine and develop our HR processes. One key lever for change over the next three years, will be instructional coaching. The ongoing development of all staff, and in particular, our teachers, is critical if we are to deliver the high-quality teaching that we need to, in order to 'improve outcomes and transform lives'.

Finally, I am extremely grateful for your interest in our Trust. We are moving forward at a rapid rate and it's an exciting time to join us.

Simon Garrill

A handwritten signature in blue ink that reads "S Garrill". The signature is written in a cursive, slightly slanted style.

Chief Executive Officer



THE FOUR CRITICAL QUESTIONS

WHY DO WE EXIST?

Our Mission at E21C is 'improving outcomes, transforming lives'. We believe in the collective power of schools working together as civic minded leaders to find shared ways of working that improve the lives of our pupils.



HOW DO WE BEHAVE?

Our core values of trust, kindness and endeavour define how we behave. These are the values that we hold most dear, and our schools align their own values to those of the Trust.



WHAT DO WE DO?

We create welcoming and open schools in the local community where every person thrives, makes excellent progress and succeeds.



HOW DO WE SUCCEED?

With aligned autonomy, a clear backbone, a strong culture, academic rigour and smart systems.



THE E21C BACKBONE

MISSION & VALUES

Schools use our 4 Critical Questions, outlined on the previous page, to help determine a clear and concise mission that is aligned to the mission of the Trust. Schools can choose to define their own values or use those of the Trust. If schools choose their own they should be aligned.

CURRICULUM

Schools are expected to adhere to the curriculum principles and framework. The purpose of this framework is to share best practice and ensure that wherever possible collaboration across the Trust is made possible through alignment. This outweighs the benefit of any one school following its own path and becoming an island. Where schools are identified as being in the stabilise or repair phase then they will be expected to follow the E21C curriculum framework in its entirety.

ASSESSMENT & FEEDBACK

The assessment and feedback calendar captures the rhythm of our Assessment and data collection within the Trust. These differ across the various phases but are aligned to improve collaboration and to reduce workload.

SAFEGUARDING & ATTENDANCE

Safeguarding is the responsibility of all. Our policies and procedures are designed to create consistency and improve collaboration. External audits review practice across the Trust on an annual basis.

QUALITY ASSURANCE

Our School Workflow captures the rhythm of quality assurance across the Trust. We undertake regular cycles of structured monitoring to measure the effectiveness of our approach and to reset where we need to.

CPD

We are developing our capacity to ensure that by 2022 we can fulfil our commitment to provide high quality instructional coaching to all teaching staff across the Trust. All our schools are committed to coaching. In addition, we provide core E21C training, leadership development and trust wide CPD.

WORKLOAD

Schools are expected to streamline workload as much as possible. There are a maximum of three data drops and all processes and procedures should be looked at through a lens of simplicity and clarity.

TEACHING

Teaching is responsive to the needs of pupils and based upon our shared understanding of efficacy. This is captured in our teaching rubric that gives clarity about what we determine to be effective practice. These beliefs are based upon evidence. They are further exemplified within the Teaching and Learning policy where the 'what to dos' give guidance on what we believe to be effective practice.

BEHAVIOUR & ROUTINES

It is essential that we have the highest of expectations within our schools. Pupils deserve to learn within, and teachers deserve to teach within well-ordered and disciplined environments. E21C schools have high aspirations of behaviour. We believe that culture should be frequently measured and reset where it needs to be. Schools use our E21C Behaviour principles to help shape their individual policies. Where schools are identified as needing to be stabilised or repaired (see School improvement strategy) then we may ask schools to follow a template Trust policy and procedure and support in its implementation.

SEND

Our schools commit to inclusive practice and developing the best provision possible for the pupils that need it the most. We share best practice and undertake annual reviews of SEND to develop a common understanding of the best approaches to use.

PERFORMANCE MANAGEMENT & APPRAISAL

The Trust shares a common approach to performance management and appraisal. Performance management is conducted within a highly professional and supportive environment.

OPERATIONS

The other elements of our backbone include Governance, Finance, IT, estates and communication and marketing.



OUR SCHOOLS

There are currently four secondary schools and four primary schools within the Trust. Four of the primary schools and three of the secondary schools are located within Bromley, South East London. A further secondary is close to Canterbury in Kent. These schools include:

SECONDARY SCHOOLS



11-19



11-19



11-19



11-16

PRIMARY SCHOOLS



4-11



4-11



4-11



4-7



CANDIDATE CHARTER

E21C want every candidate to have an informed, engaging and positive experience, and to support this we've created our Candidate Charter which outlines our commitment to you.

OUR COMMITMENT TO YOU

- **Transparency** we will treat you with respect, honesty and fairness
- **Protecting** your privacy we'll ensure your information is secure and handled sensitively
- **Understanding** you'll be given everything you need to make informed decisions
- **Showcasing talent** we'll provide a good opportunity for you to share your skills, experience and potential
- **Feedback** we will provide constructive feedback professionally and promptly
- **Listening** we welcome feedback and we'll act on what you have to share
- **Inclusivity** our hiring decisions align with our commitment to create a high quality, diverse workforce

WE WILL

- Provide you with clear, accurate and timely information
- Give you the opportunity to ask questions – and we'll ensure you get the answers you need
- Respond to enquiries promptly and usually within 24 hours during the working week
- Adopt a fair and consistent assessment process
- Make sure you have all the documentation and details you need for an interview, well in advance
- Provide you with real insight about what it's like to be part of our team
- Ensure all offers are fair and equitable
- Seek feedback on your experience at every opportunity, so we can continue to improve

IN RETURN WE ASK THAT YOU

- Be honest and upfront about your experience, aspirations and motivations
- Provide open and accurate information when submitting an application
- Always give yourself the best opportunity to succeed - research who we are and how we work
- Let us know if situations change in relation to your interest - and help us understand why
- Prepare yourself for interview and let us know how we can support you



WELCOME FROM THE HEAD

Welcome to The Ravensbourne School – a school with huge ambitions and drive. We are on a journey to become an outstanding provider, where every student is known, nurtured and developed to their full potential.

At The Ravensbourne School we put our staff first as they take centre stage in supporting our students and their education. We are a hard-working team and we work collegiately to transform the learning for all our students.

If you are enthusiastic, student-centred and dedicated to raising standards, we want you to be part of our team. We will ensure you work in a supportive professional environment, with first rate opportunities for development and progression across all key stages.

We are delighted that you are considering a career with us and within E21C, a family of eight infant, primary and secondary schools. Together we provide exceptional opportunities for professional development at all levels and invest in job shares, returnships and part-time working for young parents or carers.

We have a very ambitious, experienced, inclusive and progressive leadership team and a reputation for fostering a fair, dynamic and forward-looking culture. Transformational change is happening at The Ravensbourne School, and we are excited about shaping and supporting your career as we all share the ambition and opportunity to succeed.

Mark Ridley



Head Teacher



ABOUT THE SCHOOL

The Ravensbourne School is a large and truly unique 11-19 school, set in the heart of Bromley. There are 1500 students, with 440 students in Post 16. Some of the buildings are Grade II listed, dating back to 1911 whilst other additions are more recent. The buildings, coupled with the extensive 22-acre grounds, make up elegant and inspiring surroundings.

Our vision is that every student is prepared to be the best they can be in life and able to create their own future. We believe that every student is different and has unique talents. Through developing these talents and knowledge each student can be the best they can be and in control of their own future. We value an inclusive learning environment that accepts no excuses and builds partnerships with all stakeholders.



ABOUT THE ROLE

Receptionist

Based at The Ravensbourne School Hayes Kent

Education for the 21st Century is a values-led organisation, driven by a determination to create welcoming and open schools for the local community, where every person thrives, makes excellent progress, and succeeds. We are committed to improving outcomes and transforming lives, realising social mobility, and the transformative power of education. We value the difference in all of our schools while seeking to bring them together around a framework that delivers an enriching experience and a great education for the young people within our care.

We want the very best for all of our young people. Our plan to ensure that we deliver great schools is underpinned by our shared values of trust, kindness, and endeavour. Our schools and our staff are collaborative and we seek to create consistency and quality throughout.

Our leaders create improvement in schools that is robust and sustainable. We are as enthusiastic about developing and nurturing our staff, as we are about developing our young people. Our professional development programs and our approach to school improvement provide quality and rigor while creating a depth of experience and learning for our staff.

In joining The Ravensbourne School and the family of schools within E21C you will gain access to an unparalleled level of support and development in a forward-thinking school and trust.

We are seeking to appoint associate staff who have the skills and passion to provide a high-quality service.

We are looking for an enthusiastic Receptionist, who will be the first point of contact for The Ravensbourne School. You will welcome visitors and parents with the safeguarding of the school and students a priority. You will also co-ordinate front of house activities, including managing the Conference Room diary and dealing with questions and queries from the general public and stakeholders. The right candidate will have excellent organisational skills, with the ability to multi-task and cope with the pressures of a busy working environment.

It will be a requirement for the successful candidate to pass a First Aid course.

We are currently recruiting exceptional people who want to be part of our journey of transformation. We want people who will share in our ethos and values and set a new standard of excellence and inspire young minds.

Much as we see our staff nurture the interests and talents of our students, we support the professional growth of our staff. You can expect the following unique benefits to enhance your working life:

- Outer London Salary
- State-of-the art facilities, including access to our new gym
- Free onsite parking
- Excellent CPD opportunities



This is an exciting opportunity for a diligent and self-motivated individual to join our team. The post holder will be making a strong contribution to promoting the school's high standards in all areas of school life.

The successful candidate will:

- Join a forward-looking, high achieving school
- A school that offers a genuine opportunity for meaningful career development.
- A positive and supportive department
- Contribute to wider improvement of the school and trust
- Excellent career opportunities within the trust
- Be driven and committed to your students
- An excellent practitioner who is willing to challenge and be challenged





JOB DESCRIPTION

JOB TITLE: **Receptionist**

CLOSING DATE: Friday 14th July 2023

SALARY: NJC Scale 1 point 2 (Actual Salary £20,664) 40 weeks per year, 36 hours per week
7:45am to 3:45pm

CONTRACT TYPE: **PERMANENT – September 2023 start**

LOCATION: The Ravensbourne School, Hayes Lane, Bromley BR2 9EH

REPORTING TO: Headteacher's PA

JOB PURPOSE

To be the main contact for all stakeholders through various means of communication. To ensure efficient and effective day-to-day running of the school.

KEY RESPONSIBILITIES

- To be the front-line face of the school and trust, welcoming visitors and stakeholders in a polite, professional manner.
- To understand Data Protection and Confidentiality, to adhere to this at all times.
- To enforce the schools vetting system, obtaining visitor details, DBS Certificate, photographic id for the Single Central Record.
- To manage the school entry system for visitors, issuing visitor badges and in the event of evacuation, checking visitors are accounted for at assembly point in line with fire evacuation procedures.
- To ensure the schools safeguarding policy is upheld, managing visitors DBS status, issue appropriate lanyard, and advise staff accordingly.
- To monitor and update the staff phone list and car registration list.
- To manage the Reception Monitors, ensuring they are given appropriate tasks to perform.
- To manage and update the school's public notice boards and social media platforms including the school website.
- To ensure all telephone calls are answered quickly, messages are taken and passed on to the relevant person and all calls are dealt with in a professional and polite manner.
- To consult with your Line Manager regularly to identify any training/Inset needs and suggest service improvements.
- To ensure any student information received from parents either in person or by phone is passed to the relevant person at the earliest convenience with total regard to confidentiality.
- To be responsible for the school reception area and conference room, ensuring they are kept clean, tidy, and free of clutter at all times.
- To offer refreshments as appropriate, ensuring visitor cups are washed and replaced, the conference room to be checked between each use and set up as required for the next person.
- To sort and arrange distribution of all incoming post/parcels and deliveries.
- To manage the booking of the Conference Room and meeting rooms.
- To support the Headteacher's PA and central administration team, carrying out tasks as required.



- To support the Exam Officer with collation and distribution of examination results during the summer holidays (allocated additional days)
- To be a qualified first aider and administer, as necessary.
- Any other duty as reasonably required by SLT

NOTES

- This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once each year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
- This job description will be reviewed annually as part of your Professional Review Meeting.

“E21C is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All offers of employment are subject to an Enhanced DBS check and where applicable, a prohibition from teaching check will be completed for all applicants. Education for the 21st Century is fully committed to equality and to valuing diversity as an employer and a provider of education.”

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The school 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 (as defined in the Equality Act 2010).

Following consultation with you this job description may be changed by management to reflect or anticipate changes in the job which are commensurate with the salary and job title.



PERSONAL SPECIFICATION

	Essential	Desirable	Method of assessment
	These are qualities without which the Applicant could not be appointed	These are extra qualities which can be used to choose between applicants who meet all of the essential criteria	
Qualifications	<p><i>The professional, technical or academic qualifications that the Applicant must have to undertake the role or the training that they must have received</i></p> <ul style="list-style-type: none"> • Good numeracy and literacy skills / GCSE (or equivalent) in Maths and English • Good command of English, both written and verbal. • ICT literate – competent with Microsoft Office 	<p><i>The professional, technical or academic qualifications that the Applicant would ideally have to undertake the role or the training that they should ideally have received</i></p>	<p>Production of the Applicant’s certificates</p> <p>Discussion at interview</p> <p>Independent verification of qualifications</p>
Experience	<p><i>The categories of work or organisations, types of achievements and activities that would be likely to predict success in the role</i></p> <ul style="list-style-type: none"> • Experience of working in a similar role or educational setting • Experience of establishing and maintaining positive working relationships with a range of stakeholders, at all levels. • Knowledge of safeguarding and Child Protection policies. 	<p><i>The categories of work or organisations, types of achievements and activities that would be likely to contribute to success in the role</i></p>	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>
Skills	<p><i>The skills required by the Applicant to perform effectively in the role</i></p> <ul style="list-style-type: none"> • Excellent organisational skills, having the ability to multi-task and cope with the pressures of being on reception. • Competent use of Microsoft Office including Word, PowerPoint, and Outlook and media packages. • Excellent attention to detail • Ability to write routine school communications 	<p><i>The skills that would enable the Applicant to perform effectively in the role</i></p> <p>Experience of ARBOR</p>	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>



<p>Knowledge</p>	<p><i>The knowledge required by the Applicant to perform effectively in the role</i></p> <ul style="list-style-type: none"> • Ability to work independently and use own initiative. • Able to deal with difficult situations effectively • Ability to organise, lead and motivate other staff. • Understand and support the importance of physical and emotional wellbeing of students. 	<p><i>The knowledge that would enable the Applicant to perform effectively in the role</i></p>	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>
<p>Personal competencies and qualities</p>	<p><i>The personal qualities that the Applicant requires to perform effectively in the role and to ensure that the Applicant safeguards and promotes the welfare of children and young people</i></p> <ul style="list-style-type: none"> • A passion for education and making a difference; • Ability to work under pressure and meet deadlines; • The ability to motivate others to high expectations; • Energy, enthusiasm, good sense of humour • Emotional maturity and resilience in dealing with challenging behaviours • Excellent Interpersonal and Communication Skills – Written and Oral. • Excellent Organisation Skills with a systematic approach to workload management. • Excellent time management, planning and work prioritisation skills. • Ability to relate well to children and adults. • Work constructively as part of a team, understanding school roles and responsibilities and your own position within these. • Ability to self-evaluate learning needs and actively seek learning opportunities. • Confidentiality of information as appropriate. • A sense of humour and a can-do attitude • Team player with a positive and enthusiastic approach to work 	<p><i>The personal qualities that would assist the Applicant to perform effectively in the role</i></p> <ul style="list-style-type: none"> • To be highly motivated and committed. • To maintain confidentiality. • Willingness to participate in ongoing professional development. • Team Player. 	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>



HOW TO APPLY

Education for the 21st Century is committed to developing exceptional teams to work with our communities. We invest heavily in talent and aim to provide rewarding careers and clear progression pathways.

To apply please complete the application and equal opportunities monitoring forms [here](#) and send to Mrs S Tregidden (Headteacher's PA) stregidden@trs.e21c.co.uk

PROCESS TIMELINE

Closing Date and Time: 12 noon – Friday 14th July 2023

Interviews: Thereafter

[E21C benefits brochure 2022 October.indd](#)

[E21C Education for the 21st Century Trust - Working for Us](#)

Completed applications and enquiries should be emailed to:

Headteachers PA: Sally Tregidden, stregidden@trs.e21c.co.uk,

If you share the school's vision and ambition to raise standards for our students, then we would be delighted to hear from you.

Contact us for an informal (confidential) conversation about how you can make a real difference, or to arrange a tour of the school which is highly recommended.

Please note, we reserve the right to this vacancy early should we receive an overwhelming response.

We look forward to hearing from you.





Education for the 21st Century
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enquiries@e21c.co.uk

