



Receptionist

Recruitment Pack Hawkley Hall High School



HAWKLEY HALL HIGH SCHOOL

To provide, in partnership, high quality education within a caring environment enabling all individuals to achieve their full potential effectively.



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Welcome



Dear Applicant,

Thank you for your interest in the Receptionist position at Hawley Hall High School.

We are seeking to appoint a dedicated and enthusiastic individual who is ambitious and has an excellent work ethic to join our team as soon as possible.

Hawley Hall is a school with a very positive outlook and a “can-do” approach amongst staff and students. A strong learning culture is evident because there is an acknowledgement that we are all learners, and we can all improve.

To help you decide if the job would suit you, please find enclosed some details, which we hope will give you a flavour of what Hawley Hall High School and The Rowan Learning Trust are about.

If your values and ambitions mirror ours and you believe you can deliver that vision, then we would be delighted to receive an application from you.

Visits to our school are welcome and can be arranged by contacting Charlotte Harrison on 01942 204640 or email c.harrison@hhhs.net.

We are committed to safeguarding all members of our community; therefore, all posts are subject to enhanced disclosure procedures and pre-employment checks.

Yours faithfully,

Mrs E Gregory
Headteacher
Hawley Hall High School



Hawkey Hall High School



Context

Hawkey Hall is a high performing, heavily oversubscribed, mixed comprehensive school of around 1182 students. The school was graded as good in all areas by Ofsted in November 2024.

We see successful education as a partnership between parents, students, and ourselves. Links with parents are of paramount importance, with regular and frequent contact via parents' evenings, reports, newsletters, and the school planner contributing to a continuing dialogue about the curriculum we provide for our children.

Facilities

The school is situated in the southwest of Wigan, close to the M6 motorway, in an area of substantial private development. A wild fowl nature reserve borders the school grounds providing an open attractive outlook to the site. We provide bespoke facilities for students across all of our 9 faculty areas. We strategically invest in our ICT and site.

Commitment to CPD

Staff development is also at the heart of our school. All staff engage in regular professional learning in faculty and beyond. Staff in leadership roles are supported internally and are encouraged to engage in additional training through the national programme of NPQs. Indeed, a number of our colleagues who have been Lead Practitioners have gone on to further senior roles in the school.

The Rowan Learning Trust



The Rowan Learning Trust (RLT) was established as a Multi-Academy Trust in 2012 to maximise potential of all children, students and adults in our schools.

We are an education charity. Our schools are working in collaboration, as one entity, to improve and maintain high educational standards across the group. We have a single legal and moral purpose: to advance education for the public benefit.

Currently the RLT family comprises nine schools: three high schools, an all-through alternative provision academy and five primary schools. Together we share a set of common values:

- Respect
- Kindness
- Integrity

Our strategic aim is to provide a world class education by:

- Attracting, developing and retaining people
- Embodying the values of the Trust
- Expanding our reach
- Optimising resources

The Trust in Numbers:

- 4250+ students
- 11 schools
- 10 sites
- 675+ employees
- 5 local authorities
- £41,000,000 annual budget
- 80+ governors



Job Description

RECEPTIONIST

Reports to:	Office Manager
Location:	Hawley Hall High School, Carr Lane, Wigan, WN3 5NY
Salary:	Grade 4, scale points 5-8 pro rata (£21,228.60 - £22,963.76 depending on experience)
Hours:	37 hours per week (hours between 8:15am – 4:15pm), term time plus 1 week

Overall Purpose of Post

- To provide a professional, efficient and welcoming customer service experience for all visitors.
- To provide effective and timely communication face-to-face, over the telephone and by written correspondence.
- To ensure the safety of students by following appropriate safeguarding guidelines.

Responsibilities

- Welcoming all visitors to the school, undertaking appropriate safeguarding checks, issuing relevant identification and maintaining accurate DBS records.
- Co-ordinating the arrival of visitors to the school, including groups for events and ensuring appropriate staff are advised.
- Answering the main school telephone line promptly, dealing with telephone enquiries, taking accurate messages and passing them on promptly by the most appropriate method.
- Retrieving and distributing voicemail messages and email enquiries promptly.
- Signing students in and out at the student enquiry window.
- Distributing whole school correspondence as required.
- Updating school social media as required.
- Supporting whole school administration as required.

- Being aware of all relevant school activities and current staff to ensure enquiries are dealt with efficiently and directed to the correct staff i.e. parents evening, educational visits, extra-curricular activities and detentions.
- Provide general clerical/admin support, for example, photocopying, filing, faxing, completing standard forms and responding to routine correspondence.
- General filing in the school office.
- Update and maintain the visitor management system.

Other Duties

- To carry out the duties in the most effective, efficient and economic manner available.
- To continue personal development in the relevant area.
- To participate in the staff review and development appraisal process.

Health and Safety Training

- To undertake Health and Safety Training on areas within the designated work area.

Support for the School

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Safeguard and promote the welfare of students.
- Be aware of, support difference, and ensure all students have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as may be reasonably directed.
- Participate in training, other learning activities and performance management as may be reasonably directed.
- Play a full part in the life of the school community, to support its distinctive mission and ethos.



Person Specification

Essential Criteria

- An empathy with children
- A pleasant telephone manner and effective communication skills
- Be honest and reliable and motivated
- ICT skills which include word processing and spreadsheet competence
- The ability to organise workload
- The ability to work as a member of a team
- The ability to work without direct supervision
- Commitment to attend relevant training courses for further development
- Flexibility in the day to day working pattern
- Outgoing personality
- An accurate, thorough and a meticulous approach to working
- The ability to maintain confidentiality
- Previous experience of working in an office environment

Desirable Criteria

- Experience of using the Arbor management information system
- Previous experience of working in a school

How to Apply

Please submit the enclosed application form and a supporting statement of no more than two sides of A4 outlining why you are interested in the opportunity and how your application addresses the requirements for the role.

Applications should be returned electronically to jobs@hhhs.net

Alternatively, send a hard copy to:

Mrs E Gregory
Headteacher
Hawley Hall High School
Carr Lane
Wigan
WN3 5NY

Closing Date: Sunday 19th January 2025 at 23:59pm





The Trust will 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.

All appointments are subject to satisfactory references, proof of qualifications and eligibility to work in the UK.

The Trust is committed to safeguarding and promoting the welfare of all children and young people and expects all staff to share this commitment. An enhanced DBS check will be required.



The Rowan Learning Trust

Registered Office: Carr Lane, Wigan, WN3 5NY

Company Number 8010464



HAWKLEY HALL HIGH SCHOOL

JOB APPLICATION FORM FOR SUPPORT STAFF IN SCHOOLS

The School and Governing Body are committed to equal opportunities in employment and welcome applications from all sections of the community.

CARR LANE, WIGAN, WN3 5NY

TELEPHONE: 01942 204640

FACSIMILE: 01942 403570

EMAIL: jobs@hhhs.net

1. POST APPLIED FOR

Post Applied For:		Ref No:	
Organisation:	Hawley Hall High School		
As advertised in:		On date:	

2. PERSONAL DETAILS

SURNAME:		FORENAME:	
TITLE: (Optional)		Date of Birth: (Optional)	
Address:			
POSTCODE:		Email:	
Telephone No:		Work No:	

3. CURRENT POST

CURRENT EMPLOYER AND JOB TITLE:			
DATE OF APPOINTMENT:		SALARY:	
NOTICE PERIOD:			
MAIN DUTIES AND RESPONSIBILITIES			

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4. PREVIOUS WORK EXPERIENCE

Name of Employer	Dates of employment		Post(s) held	Reasons for leaving
	From	To		

5. OTHER RELEVANT WORK EXPERIENCE

Post	Dates		Employer	Grade/Salary	Reason for Leaving
	From	To			



6. GENERAL EDUCATION

School	From	To	Qualifications – Grades, awarding bodies and dates

7. FURTHER AND HIGHER EDUCATION

Name of College/ University	From	To	Qualifications – Grades, awarding bodies & dates

8. ANY OTHER RELEVANT QUALIFICATIONS

Please give details of any other relevant qualifications you have for this post.

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9. ADDITIONAL INFORMATION

(i)	Are you related to, or a close friend of, any member of the Board of Trustees? If yes, please state relationship.
(ii)	Have you left any previous job for the reason of redundancy or are you in receipt of an occupational pension? YES/NO. If yes, please give details, including dates, post held and employer.



<p>(iii) Have you ever been dismissed from any previous employment on the grounds of misconduct or incapability? YES/NO If yes, please give details of dates and resources.</p>
<p>(i) Do you hold a current and valid driving licence? YES/NO Please state category.....</p> <p>(ii) The Rowan Learning Trust is committed to providing equal opportunities and supporting all applicants. If you require any reasonable adjustments to allow you to participate in the application process, please let us know. Do you require any reasonable adjustments? YES/NO</p>
<p>Do you have any unspent conditional cautions or convictions under the Rehabilitation of Offenders Act 1974? YES/NO</p> <p>Do you have any adult cautions (simple or conditional) or spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020? YES/NO</p>
<p>In line with Keeping Children Safe in Education, The Rowan Learning Trust will undertake general online searches for all shortlisted candidates which may include social media and video platforms. Online searches will only examine data which is publicly available, and the aim is to identify any incidents or issues. Any areas of concern will be discussed during the interview process.</p> <p>The information provided by you will be used for pre-employment recruitment monitoring and checks only and will supplement or form part of your application.</p> <p>To enable the check to be undertaken, it would assist if you could detail your username for the relevant social media platforms below:</p> <ul style="list-style-type: none"> - Facebook - Instagram - Twitter - LinkedIn - TikTok - YouTube

10. STATEMENT IN SUPPORT OF APPLICATION

Please attach a supporting statement, indicating any matters which you feel may be relevant to this application. Please head additional documentation with your name and post applied for.

11. REFERENCES

Please state the names and addresses and telephone numbers of two persons from whom references may be obtained. **One must be your current or most recent employer.** In the absence of previous employment experience, a reference from your last place of full-time education will be a suitable alternative.

REFEREE 1		REFEREE 2	
TELEPHONE NO:		TELEPHONE NO:	
EMAIL:		EMAIL:	
Can this reference be taken up immediately YES/NO		Can this reference be taken up immediately YES/NO	

12. FURTHER INFORMATION FOR CANDIDATES

- i) In the interests of the protection of children, all posts are subject to enhanced criminal record and other relevant disclosures through the Disclosure & Barring Service (DBS). A criminal record will not necessarily prevent you from obtaining a position.
- ii) You will receive no further communication unless selected for interview. If you have therefore not been contacted within three weeks of the closing date for applications, you should conclude that, unfortunately, you have been unsuccessful on this occasion.
- iii) Under the Data Protection Act, the Trust and the Governing Body will use the information given for the purpose of recruitment and selection. Strict confidentiality will be observed and if you become an employee, the information will be used for personnel, pay and pensions administrative purposes only.

THANK YOU FOR YOUR INTEREST SHOWN IN THIS APPOINTMENT

13. DECLARATION

To the best of my knowledge and belief all the particulars I have given are true. I understand that any false statements may disqualify me from employment or render me liable for dismissal. I also understand that no offer of employment made to me will be binding unless confirmed in writing.

I also understand that this post is subject to a satisfactory enhanced Disclosure & Barring Service Disclosure, to satisfactory medical clearance and the provision of documentary evidence (e.g. NI Number) that shows I am entitled to work in the U.K.

Signature:.....

Date:.....

