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The School**

Wellingborough is a School that is keenly aware of its history and traditions, but not held back by them. Founded in 1595, it has always sought to make bold and timely decisions in order to ensure that the pupils are able to flourish and thrive, and that the nature of the School supports this aim.

The School moved to its current site in 1881 to support its growth, but leaving the town centre did not reduce the importance it places on its links with the local community. Our pupils and staff lead and support a number of initiatives, engaging with other schools, businesses and charities in Wellingborough and the surrounding area.

Girls were first taught here nearly 50 years ago, and the School became fully co-educational in 1979. Girls now make up more than 40% of the pupil body. We welcomed pupils below the age of 8 for the first time in 1990 with the introduction of a Pre-Prep in a purpose-built facility, just a few years before converting to a day school at the turn of the century.

Each of these changes has strengthened the School’s ability to maintain its appeal to a diverse range of pupils, a feature which is part of its core and attracts families from across five counties. Academic achievement is important but we focus on adding value and look to accept every child who we believe will be happy in our environment.

We are extremely proud of our pastoral care, and believe that we are far ahead of most schools with regard to pupil welfare. Our Club system in the Prep School and the Senior School House structure, the dedicated team of two counsellors in our Wellbeing Department, frequent and regular liaison between colleagues: all of these play a part in ensuring that each individual pupil’s needs are met.

We know that our pupils will need much more than exam results when they leave us, and we put an emphasis on developing softer skills through a breadth of co-curricular opportunities. Sport, Music, Drama, CCF and the Duke of Edinburgh Award might be the ‘big five’, but there are so many other ways in which the pupils build confidence, leadership, flexibility, resilience and the ability to know what they want to do with their lives.

Wellingborough is a wonderful school. It has a warm, relaxed feel with a sense of partnership between pupils, staff and parents. There is a constant buzz created by a determined, purposeful desire to support each other and to fulfil the pupils’ ambitions. The School is never still, as everyone in our community tries to get the most out of the opportunities that are provided. We look forward to welcoming someone new to join our quest to do the best for every child.

**The Role**

**Contract type**: Term Time plus 4 weeks

**Hours:** Term time 2.00pm – 5.00pm Tuesday, Wednesday, Thursday. Required to work 4 weeks during the summer holidays, dates to be provided by Enterprise Manager. Hours of work required would be 9.00am – 4.00pm, Monday to Friday.

**Salary**: £5,028 per annum, inclusive of holiday entitlement.

**Reporting to**: Enterprise Manager

**Disclosure level**: Enhanced

Day to day service operation of the School shop, retailing a wide range of school uniform, accessories and equipment. The postholder will assist in ensuring that high standards of customer service are maintained and targets and budgets are met.

**Principal Duties**

* Dealing with Sales of School clothing, ensuring correct fitting of items, maximising sales opportunities through strong product knowledge and well developed sales techniques.
* Handling orders and customer enquiries for School uniforms and accessories
* Accepting and checking deliveries and ensuring the security of all stock.
* Booking appointments for parents to visit shop and have one to one purchasing advice
* Dealing with parent appointments and uniform requirements
* Pricing stock under the direction of the Enterprise Manager.
* Organise and assist in stocking up of the shop throughout the day.
* Monitoring and notifying stock levels to Enterprise Manager for re-ordering.
* Operating a cash register and card machine
* Reconciling cash receipts and ensuring cash is securely stored, as directed
* Ensure security of the stock and cash at all times
* Assist customers, deal with queries, problems, complaints etc.
* Maintain a high standard of professionalism and personal presentation in representation of the School
* Identifying future sales opportunities
* Maintaining tidiness and organisation of stock room always.
* Assist in the termly stocktake, e.g. counting, listing stock.
* To provide additional cover when other shop staff are absent (additional remuneration will be paid in respect of hours worked outside contracted hours)
* Attend any relevant meetings/training courses as directed by the Enterprise Manager
* Ensure that Enterprise areas are kept in a general state of tidiness and cleanliness and ensuring that Health and Safety policies are enforced.

In addition to the above duties the postholder may be reasonably asked to undertake any other duties in the event of staff illness or extraordinary workload in any of the Enterprise department and that tasks can reasonably be expected to be within the capabilities of the employee.

**Benefits**

Working at Wellingborough School is hugely rewarding, albeit demanding and busy! Wellingborough School is a nice place to work. The School community is welcoming; there is mutual respect between pupils and staff; parents are engaged and supportive. These are some of the cultural reasons to want to work at Wellingborough School, but there are a range of other benefits.

School terms, including INSET days, never total more than 36 weeks per academic year. This means that teachers enjoy longer holidays than in the maintained sector and on a par with most other schools in the independent day market. Many Support Staff also only work in term time. These shorter terms are offset by the incredible commitment that our staff show throughout the year and the dedication that they show to the pupils out of term time; Heads of Department are always available on exam results days; revision clinics are frequently put on in the Easter Holidays; a whole host of co-curricular trips run in the School holidays.

The School’s salary scale aims to be above the maintained sector, and teaching staff are enrolled in the Teachers’ Pension Scheme, to which the School contributes. There is a fee discount for teachers whose children come to the School and the opportunity to apply for Bursaries. All staff have lunch and refreshments provided.

The School has recently reviewed its appraisal system so that all staff can benefit from professional development, both internal and external. Staff input into INSET is encouraged, and the School is a member of the East Midlands Group of independent schools, which provides opportunities for collaboration and discussion. All new staff profit from an induction programme that is tailored to their individual needs.

All teaching staff are issued with a laptop for use during their tenure. There is free onsite car parking and use of the School’s sports facilities.

Northamptonshire and the surrounding area is a nice place to live, with a significant amount of countryside. Road links are excellent, enabling travel in all directions, and the area is served by two railway lines into London. St Pancras is only 45 minutes by train from Wellingborough, and Euston is under an hour from Northampton and Milton Keynes.

**The Process**

The application form should be returned together with a covering letter in which the applicant should explain what he/she can offer to the post. Applications by e-mail are welcome. CVs are not required. Please send them for the attention of Lulu Corrigan, HR Manager, to

[recruitment@wellingboroughschool.org](mailto:recruitment@wellingboroughschool.org) **by 12 noon, 3rd December 2021.**

**Interviews will take place on 8th December 2021.**

**Safeguarding**

The post holder’s responsibility for promoting and safeguarding the welfare of children and young persons with whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School’s Safeguarding Policy at all times. If in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risk to the safety or welfare of children in the School s/he must report any concerns to the School’s Designated Person or to the Headmaster.

**Person Specification**

**Customer Service Assistant**

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| ***Competence*** | **Essential** | **Desirable** |
| ***Skills & Experience*** |  |  |
| Experience in the retail industry. |  | Yes |
| Experience in customer care skills. | Yes |  |
| Experience in cash handling. | Yes |  |
| Excellent organisational skills | Yes |  |
| IT literate ( Word, Excel, Power Point) | Yes |  |
| ***Personal Qualities*** |  |  |
| Good communication skills. | Yes |  |
| Enthusiastic, honest, reliable, conscientious with good time keeping. | Yes |  |
| A good sense of humour. | Yes |  |
| Able to take personal responsibility for standard of work carried out. | Yes |  |
| Able to demonstrate suitable characteristics necessary when working with children | Yes |  |

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