



# The Richmond upon Thames School

## Job Application Pack

### Reception and Welfare Administrator

**Salary:** RTS Scale 5  
£22,042-£23,254 - (pro-rata)

**Closing Date:** 02 December 2021 23:59

**Start Date:** January 2022 or before





## Dear Candidate

**I am delighted that you have expressed an interest in The Richmond upon Thames School (RTS). We are a comprehensive secondary (11-16) academy which opened in the London Borough of Richmond upon Thames in 2017.**

We are seeking resilient and forward-thinking people to support me and my senior team to realise our Trust's vision that every student will leave RTS with excellent academic outcomes and a clear purpose for the next stage of their lives.

We have already established a vibrant, inclusive school that provides an excellent experience for every member of its community. Following our growth from 150 students in 2017 to 750 students across Years 7, 8, 9, 10 and 11 in 2021, the years which follow promise to be a very exciting time. The school is uniquely situated on the Richmond Education and Enterprise Campus Hub which comprises two special schools (Clarendon School and Capella House School) and a further education college (Richmond Upon Thames College). We are housed in state-of-the-art purpose built premises and the next phase of the campus' development continues with our new Sports Centre due for completion in 2023-24.

Starting a school from scratch is a once-in-a-lifetime opportunity that takes commitment, dynamism and a collaborative approach to working together to create something extraordinary. Although the school has reached an important milestone, with students in all year groups, our ambition to do the ordinary differently continues as we strive to position ourselves as a beacon for excellence. We know that building an exceptional school relies on our ability to inspire and nurture a phenomenal team of staff. We want to recruit dedicated staff keen to use professional development and share best practice to shape the education landscape. We want all staff to strive for professional excellence and, in doing so, prepare our students for the modern world, limitless opportunities; and to become champions for equality and social justice.

At RTS, we engage our students and staff in the process of becoming the best they can be. You will also benefit from working with a strong and dedicated team of staff fully committed to ensuring that all students achieve excellence through endeavour.

I hope that you will be able to see your place in this story and come forward to apply for this fantastic role.

Prospective candidates are welcome to discuss any questions that you may have prior to submitting your application; please contact Barbara Munro, PA to the Head Teacher via [pa@rts.richmond.sch.uk](mailto:pa@rts.richmond.sch.uk) to arrange a suitable time.

We look forward to receiving your application and wish you well with the process.

A handwritten signature in black ink, appearing to read 'K Dooley'.

Kelly Dooley

**Head Teacher - The Richmond upon Thames School**

## Application details

Thank you for your interest in our vacancy at The Richmond upon Thames School. Further details of this post, the school and the Trust are included in this pack and on our website. Details of how to apply can be found below.

## How to Apply

Should you wish to apply for the post, please complete our online application form which is accessed via the vacancies page of the school website.

[www.richmonduponthamesschool.org.uk](http://www.richmonduponthamesschool.org.uk)

## School queries

Prospective candidates are welcome to discuss any questions that you may have prior to submitting your application; please contact Barbara Munro, PA to the Head Teacher at

[pa@rts.richmond.sch.uk](mailto:pa@rts.richmond.sch.uk).

## Supporting statement

You will be directed to respond to the following questions within the electronic application form. Please refer to the job description and person specification when responding to the questions. **We do not accept CVs.**

- Why is your prior experience particularly relevant to the context of the post?
- What attracts you to the Richmond upon Thames School and this particular post?
- Why are you uniquely qualified for this role?
- If appointed, how will you ensure your support enables the school to achieve 'excellence'?

## Shortlisting

Due to the number of applications received we are unable to provide feedback to candidates who are not invited for an interview. The School reserves the right to commence the interview process at any time prior to the closing date so early application is recommended.

## Interview

To be confirmed

## Safeguarding

The Richmond upon Thames School is committed to safeguarding and promoting the welfare of children and young people and we expect all staff and volunteers to share this commitment.



Our motto

# *Excellence Through Endeavour*



## Our school

**RTS is a co-educational, non-selective and non-faith based school for 11-16 year olds and admits five forms of entry (150 children) per year.**

The Richmond upon Thames School (RTS) provides an inspiring place for young people to learn and work purposefully towards achieving their best at all times. Our students are valued as individuals, recognised for their talents and challenged in their endeavours.

Our school encourages an atmosphere that rewards hard work and expects high academic achievement, but also provides an environment where children can develop as people and learn valuable life skills. Our students will emerge as confident, resilient individuals, who can build positive relationships and demonstrate commitment in everything that they do.

RTS strives to be a welcoming place where everyone is valued highly and where tolerance, honesty, cooperation and mutual respect for others are fostered. It provides equal opportunities for all children regardless of disability, gender, race, religion or beliefs. We also promote a shared sense of purpose with our students, teachers, parents, and Trustees, all working towards a common goal to make the best possible school for our children.

Our team of talented staff inspire and nurture students throughout their school life, delivering imaginative, stimulating lessons that keep every child engaged. The school is already characterised by its excellent working relationships with industry partners, giving students the best possible foundations for their future careers. Our partners help shape the curriculum and set real-world projects, will offer work experience and provide mentoring. Our unique access to real-world facilities through on-site partners, Harlequins, Haymarket Media Group and Richmond upon Thames College, offer students a huge range of opportunities that will transform their future employment potential and enhance both their personal and physical development.

As leaders in digital technologies, we give every student the opportunity for safe and responsible access to the latest digital devices and encourage them to become the developers, not just the consumers, of future technology.

As a new school, connecting with our local community is important to us. Through supporting local projects, our students are encouraged to participate in programmes that widen their experiences and teach them the value of helping others. The school will also serve as a learning hub, providing a range of before-and after-school clubs, holiday activities, sports facilities hire and adult evening classes.



## Our campus and facilities

**RTS is located in a new, purpose built building, and Clarendon School's secondary students, as well as Capella House students, are located in accommodation adjoining RTS's building.**

**A newly built Richmond upon Thames College, together with the schools, make up the Richmond Education and Enterprise Campus.**

When complete, RTS's outside spaces will include five multi-purpose sports pitches for hockey, tennis, netball and more direct access to 4G and grass pitches for rugby and football. In 2023, our double-height Sports Centre, comprising four-courts, dance studio and changing facilities will open.

The Campus approach will enable a new model of learning integrated with enterprise, delivering high quality education hand in hand with developing young people's skills, offering work opportunities and jobs. Our partners, Haymarket and Harlequins are both incredibly successful at home and globally; and bring an exciting additional dimension to our school.



### Richmond upon Thames College

"Over the next two to three years the College is undergoing a transformation to become a first class further education college and a major technical and professional hub for West London with a reputation for academic and vocational excellence. The College is delighted to be a founder member of a school which will provide a high quality education, with a curriculum co-designed with us and the other Campus partners to provide choice and successful progression to further and higher education."



The Haymarket logo, consisting of a red vertical bar to the left of the word "haymarket" in white lowercase letters, with a registered trademark symbol.

### Haymarket

"Having a clear understanding of what employers look for in a business professional is crucial for tomorrow's workforce. The Haymarket Skills Academy programme of media days, career support, work experience opportunities will help RTS students to maximise their potential."





### Clarendon School

"A brand new, purpose built building will provide facilities and teaching spaces specifically designed for the particular needs of Clarendon School's pupils, including those with autism. Being co-located on the Campus with RTS and the College will provide opportunities for inclusion for students to and from each setting and improved transition arrangements post-16. It will also allow access to shared facilities and improved opportunities for sharing staff expertise between settings."



### Harlequins

"Harlequins is immensely proud to be a part of RTS. As one of the school's partners, the Club will be working closely with the Free School to create a sporting programme for all age groups and levels across a range of sports to encourage participation and healthy living. There will also be a number of work placement opportunities with access to experts from the industry including health and nutrition, strength and conditioning, leadership and management. We are looking forward to working with the other partners to deliver an outstanding educational campus for 2017 and beyond."



# Job Advert

## Reception and Welfare Administrator

**Start date:** January 2022 or before

We are seeking to appoint a dynamic, committed and enthusiastic Reception and Welfare Administrator to join the school as it enters its next phase of development.

This role is an integral part of the student support team that makes a significant contribution to the achievement, wellbeing and safety of our students. Working closely with teaching and support staff, your energy, commitment and passion will inspire our students to excel beyond what they themselves believe is possible. Joining us in the early stages of our development provides excellent opportunities for career development.

Through our School Trust Partnerships, we provide you with the support needed for your ongoing professional growth and development.

We encourage applications from candidates who are self-motivated, have a team work ethos, present with the highest professional standards and will fully embrace 'the RTS Way'.

Prospective candidates are welcome to discuss any questions that you may have prior to submitting your application; please contact Barbara Munro, PA to the Head Teacher at [pa@rts.richmond.sch.uk](mailto:pa@rts.richmond.sch.uk).

**Closing date:** 02 December 2021



RTS is an 11-16 mixed school with an open admissions criteria. The school is co-located with Clarendon School, Capella House, Richmond upon Thames College and site neighbours Harlequins on the Richmond Education and Enterprise Campus ([www.reec.org.uk](http://www.reec.org.uk)).

*The Richmond upon Thames School Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Successful applicants will be expected to complete an enhanced DBS check and to disclose any information relevant to Disqualification by Association.*



## Job description

<b>Title</b> <b>Salary</b> <b>Reporting to</b> <b>Line management of</b>	<b>Reception and Student Welfare Administrator</b> <b>RTS Scale 5</b> <b>Senior Administrator</b> <b>N/A</b>
<b>Hours of work:</b> Hours of work: The working week is 37.5 hours, core hours are between 08.15- 16.30 Mon-Thu (15:15 on Fri). Term time only + two weeks	

### Overall Job Purpose

- Be the initial contact for parents/carers, visitors and other stakeholders
- To establish and develop a professional service to support middle and senior leaders to effectively fulfil their roles
- Provide First Aid cover and assist with the accurate record keeping
- Support Heads of Year with a variety of communications and provide administrative assistance with the rewards programme

### Reception

- To coordinate all general administration for the school
- To cover the school reception front of the house, acting as the first point of contact for parents/carers and visitors
- To undertake reception duties, answering routine telephone calls, face-to-face enquiries and signing in/out of visitors.
- To respond to matters arising in the front office
- To forward complex matters to the Senior School Administrator
- To ensure messages reach the appropriate person required
- To maintain the security of people approaching school via the front door or gate
- To assist with pupil's well-being and welfare needs, including looking after unwell pupils, and liaising with parents/staff while waiting for students to be collected, etc.
- To assist with arrangements for visits by external agencies, i.e. school nurse, support staff etc.
- As requested, maintain and collate student/staff/stakeholder (trustees) records and reports using official systems (Arbor)
- To assist with student's lost property and liaise with the pastoral team to organise the return of items
- To arrange room bookings the school's room booking system in Arbor
- Manage meeting/conference room bookings
- To support Heads of Year with parents' evening appointments booking this includes:
  - As directed, contact parents/carers by phone, to book appointments
- To complete all rewards administration, this includes:
  - Collation of student reward certificates
  - Collation and distribution of praise emails to home
  - Providing administrative and organisational support to middle/senior leaders responsible for celebration/rewards events
  - Postage of physical reward postcard and letters homes
- To support Heads of Year with parent/career communications this includes:
  - Distribution of student detention template emails
  - Distribution of the 'Values Programme' template emails
- To provide administrative and organisational support for staff as directed by the Senior Administrator
- To form and administer good levels of communication with all stakeholders
- Maintain clear and concise logs of all incoming telephone calls, parent IT and/or Arbor queries
- To use IT systems to produce reports, often to tight timescales, using Google-Suite apps and record information including statistical data, providing reports to pastoral leaders, senior leaders and other professionals

## Job description (continued)

### First Aid & Welfare

- To undertake first aid training and hold the First Aid at Work (FAW) certificate
- To act as a main first aid person at key times during the school day and support the First Aid Lead where necessary
- Maintain accident report logs and ensure these are entered onto the MIS (Arbor) daily
- Contribute to regular checks are made to the contents of first aid boxes throughout the school and contents are in date
- Assist with supporting students with medical conditions ie issuing medication in accordance with school policy and procedures
- To ensure the medical room is maintained to a clean and orderly standard

### To support the wider RTS Admin Team with a range of organisational, clerical and general tasks. This includes, but is not limited to:

- To help monitor the admin/info mailboxes and complete tasks as necessary
- To undertake similar duties, commensurate with the level of the post, at the discretion of the Senior Administrator, Head Teacher's Executive Assistant, Facilities/Finance and Managers or SLT. This might include temporary redeployment to meet the needs of the wider school, and may involve normal duties having a lower priority or being temporarily put 'on hold'. These duties may include (not limited to):
  - General clerical/administrative / filing support; collecting and distributing lost property
  - Lunchtime and/or temporary cover
  - Supporting preparations for major School events
  - Communications with staff, students, parents/carers and other external stakeholders
  - Administration supporting the admissions/exams processes
  - To be aware of and comply with policies and procedures relating to child protection, security, confidentiality and data protection
- To attend and participate in meetings, training, performance management processes and professional development, as required
- To contribute to the overall ethos of the School

### Health and Safety Responsibilities

- To adhere to School health and safety policies, procedures and current statutory health and safety requirements;
- To attend training as and when required for the purposes of safeguarding children and corporate safety;
- To ensure The Richmond upon Thames School is immediately notified of any issues that may affect your right to maintain enhanced clearance to work on the school site (DBS).



# Person specification

	Essential	Desirable
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>English and Maths GCSE at Grade C or equivalent</li> <li>Experience of working with young people</li> <li>Experience of working in a school environment</li> <li>Evidence of continued professional and or personal development</li> <li>Willingness to gain and maintain recognised first aid qualifications</li> </ul>	<ul style="list-style-type: none"> <li>First Aid qualifications</li> <li>Experience of working in a secondary school setting</li> <li>Relevant training for working with young people aged between 11-19</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>Good organisational and good time keeping skills</li> <li>Good inter-personal skills including mediation and conflict resolution</li> <li>Demonstrable awareness of legislation relating to school attendance</li> <li>Demonstrable awareness of legislation relating to the welfare and protection of children</li> <li>Demonstrate awareness of risk</li> <li>Effective communication with children, carers and other professionals</li> <li>Ability to display an understanding of social/welfare issues as they affect children, families and schools</li> <li>Ability to work on own initiative within departmental protocols/procedures.</li> <li>Ability to deal with difficult situations</li> <li>Knowledge of the main aspects of the organisation of secondary schools</li> <li>Knowledge of the rights and responsibilities of parents</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of relevant regulatory or legislative framework e.g. school attendance and safeguarding regulations</li> <li>Good working knowledge of school systems such as Arbor</li> <li>Knowledge of the SEN CoP and its implications for schools</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Professional understanding of the importance of confidentiality</li> <li>Ability to relate to children and adults</li> <li>An eye for detail.</li> <li>Uphold school ethos, values, procedures and guidelines at all times with utmost consistency</li> <li>A team player and a 'volunteer' character</li> <li>A 'can do' attitude and a mentality of going 'above and beyond' expectation</li> <li>Professional in manner, actions and appearance</li> <li>Imbue integrity and has a strong sense of responsibility</li> <li>Calm under pressure and enjoyment in overcoming challenges</li> <li>Have a sense of humour, warmth, stamina, energy and resilience</li> <li>Willingness to attend appropriate training</li> <li>Willingness to gain enhanced skills relevant to the post</li> </ul>	

## Working At RTS

The school is well placed for excellent transport links whether travelling by foot, cycle, car, bus or train.

- There are ample secure cycle racks for staff to use (as well as staff showering facilities on site).
- 'Cycle to Work' scheme.
- The site also has a secure, controlled access car park for staff to use with direct access to the A316.
- The school is well served by local bus routes in all directions; and is within easy walking distance to Twickenham train station, which is in Zone 3 and well served by South Western Trains. The station has recently undergone major redevelopment with a new station building and access which opened in Spring 2020.

There is a focus on developing community and positive staff wellbeing through

- Private Health, Dental and Optical Insurance
- Quiz nights;
- Free yoga and relaxation sessions;
- Staff-led fitness;
- Staff 'pique-nique' events;
- Seasonal gatherings;
- Free tea and coffee in the light and airy staff social room

Continuing professional development has a strong focus. There is an extensive programme available which extends to internal and external specialists, as well as partnerships with other educational and business providers.

Reciprocal school visits are encouraged with existing arrangements already in place.

Membership of a pension scheme is available.

The school has a two-week Autumn half-term break.

RTS is proud of its well established links within the community and has an active PTA. We welcome and encourage local businesses and groups to join us during the annual Summer and Christmas Fairs.

### **The Richmond upon Thames School**

Egerton Road, Twickenham  
Middlesex, TW2 7SL

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**[www.richmonduponthameschool.org.uk](http://www.richmonduponthameschool.org.uk)**