



RGS
WORCESTER

Receptionist

Appointment of Receptionist

The RGS Worcester Family of Schools is delighted to invite applicants for the position of Receptionist.

We are currently seeking a dedicated and personable Receptionist to be the welcoming face of our school and facilitate smooth administrative operations. Join our team and play a key role in fostering a positive and welcoming environment for all members of our school community. As the Receptionist, you will contribute to the smooth functioning of our school and enhance the overall experience for students, parents, and visitors.

Please see the job description and person specification below for more information on this role.





Receptionist

General Purpose

To greet all visitors to the School in a friendly and professional manner, directing as appropriate. To act as the main point of contact for all enquiries to the School, providing an effective and proficient administrative service at all times. To receive emergency calls and notify Senior Leadership Team as appropriate in the event of a fire alarm sounding.

Key Tasks and Responsibilities

Responsible to: Lead Receptionist and Personal Assistant to the Director of Finance

Responsible for: No Direct Reports

Location: RGS Worcester, with travel across the schools as required

Member of: Support Team

As a Receptionist your duties will include, but are not limited to:

- Ensuring Reception remains tidy and presentable at all times and maintain a welcoming environment and appropriate hospitality for visitors;
- Receive visitors and direct them appropriately and to ensure that they are signed in and out as per the RGS School Policy and adhering to safeguarding procedures without exception;
- Ensure that a log is kept of all visitors attending on a daily basis and check ID for all visitors as per the RGS Visitors Procedure.
- Communicate information in accordance with GDPR and safeguarding procedures, handling all confidential information sensitively;
- To work closely with the Admissions Team to ensure new parents visiting the Schools are greeted and signed in and out in a professional and informative manner.
- Be the first line of contact to enquiries from pupils, parents and visitors;
- Screen all incoming calls, managing queries from parents, children, staff and contractors, ensuring messages are communicated promptly and appropriately;
- Notify the Senior Leadership Team and other appropriate personnel in the event of a fire. Produce lists of staff on-site from sign-in data for the Fire Brigade on arrival as per the RGSW Fire Procedure during School holidays. (Swipe card system is in operation during term time.);
- Adhere to the RGSW lockdown procedure, alerting key staff, Senior Leadership Team and the Director of Finance as appropriate.
- Maintain regular contact with the Maintenance Department to resolve immediate operational matters via radio;
- Manage incoming and outgoing mail and deliveries and distribute appropriately, using the franking machine as appropriate and recording special items;
- Support with parking reservations as requested, including signage
- Assisting, as required, with school events;
- Order and raise requisitions for school stationery;
- Manage lost property and keep the parcel room tidy;
- Other administration duties as reasonably directed.

Working Conditions

Remuneration Competitive

Hours Part Time/ Flexible - the reception has to be covered between 8am and 6pm during term time and 8am and 5pm during School holiday periods. Please indicate desired working hours on your application.

Note: ad hoc attendance at evening events may be required

Holidays 25 days pro rata plus bank holidays

Probation period 6 months, which can be extended if deemed necessary

Other Benefits Competitive pension scheme; school lunches during term time; fee discount; Death In Service, Private Medical Insurance (Option), Cycle to Work Scheme, EAP





Person Specification

Competencies:

- Strong Communication, both written and verbal – able to produce effective and persuasive copy to suit the audience and media - **Essential**
- Be able to establish and maintain excellent working relationships with colleagues, parents, pupils, other schools, the media, suppliers and other third parties - **Essential**
- Able to develop effective relationships within the School community, with a proactive approach to delivering to time, cost and quality. - **Essential**
- Excellent organisation and reporting skills - **Essential**
- Ability to perform some general maintenance tasks as required - **Essential**

Knowledge and Experience:

- Previous experience of working in a similar role- **Essential**
- IT Skills; including a working knowledge of Google Docs, Microsoft Office, (Excel, Word, Powerpoint) - **Essential**

Education:

- English GCSE or equivalent - **Essential**

Flexibility

The facility to work flexibly and to encourage others to do the same. Including participation in out of hours meetings and events with relevant groups. To support at all Open Mornings as appropriate and necessary.

The post holder should be aware that the above job description and specification is not exhaustive. The post holder should be willing to partake in all activities that positively contribute to the life of the school. Any changes to the above description will be done in a timely manner and in consultation with the post holder.

RGS Worcester

Introduction

The Royal Grammar School Worcester is one of the leading independent co-educational day schools in the West Midlands. The RGS Senior School has approximately 900 pupils aged 11 - 18 years, including a Sixth Form of 250 students. There are a further 450 pupils aged 2 - 11 years in the two RGS Preparatory Schools, RGS The Grange (two miles north of Worcester City Centre in the village of Claines), and RGS Springfield (a two minute walk from the Senior School in Britannia Square). RGS Dodderhill with its 180 pupils joined the RGS Family of Schools in 2019 and is situated in Droitwich Spa, 5 miles North of Worcester. The Headmaster of the Senior School is also the Executive Head of the RGS Worcester Family of Schools and is a member of the Headmasters' and Headmistresses' Conference (HMC).

History

RGS was founded some time around 685 and lays claim to being the sixth oldest school in the world. The School has a rich history: RGS received its Elizabethan Charter in 1561 and was granted its 'Royal' title by Queen Victoria in 1869. From 1950 until 1983, the School was administered by Worcestershire LEA as a voluntary aided grammar school and the School reverted to independence in 1983. RGS became co-educational in 2002 and merged with the neighbouring girls' school, The Alice Ottley School, in 2007. The Senior School is now close to 50:50 boy: girl.

Facilities

RGS Worcester is situated a few minutes' walk from the centre of the City of Worcester and is convenient for rail and bus links. The School's older buildings are mostly pre-20th Century and five of them have been listed by English Heritage, the most notable being Britannia House, built in 1730, and the ruins of a Cistercian nunnery known as Whiteladies, dating from c.1240.

The School has superb facilities, which include a Sixth Form Centre, refurbished Science Block, Language Laboratory, Library, Fitness Centre, two Sports Halls, Dance Studio, Lecture Theatre, Art Block, Design Centre, Performing Arts Centre, a full-size floodlit all-weather pitch and several pavilions. Some of the playing fields are close by in the City centre and there are 50 acres of grounds at RGS The Grange as well as a new International Hockey Centre shared with Worcester Hockey Club situated between the two Schools. The School has use of the local swimming pool and shares a Boathouse with Worcester Rowing Club on the nearby River Severn. All classrooms are equipped with IT facilities and there are four bookable computer rooms. Each member of staff has the use of a laptop computer and iPad.

The Governors have invested about £14 million in facilities over the last seven years.





Process of Application - Closing Date: 12 December 2023

All candidates are required to apply via the TES online application form (no CVs will be accepted).

Early application is actively encouraged. Suitable candidates may be called for interview early and we reserve the right to close the position at any time.

In addition RGS has excellent benefits including a lunch provided during term time, pension scheme, employment assistance programme, private health insurance, cycle scheme and fee remission.

We particularly welcome applications from underrepresented groups including ethnicity, gender, transgender, age, disability, sexual orientation or religion.

RGS Worcester is part of a family of schools providing education that is supportive, challenging and inspiring. RGS Worcester is committed to safeguarding children and promoting the welfare of all children and young people and expects all staff to share this commitment.

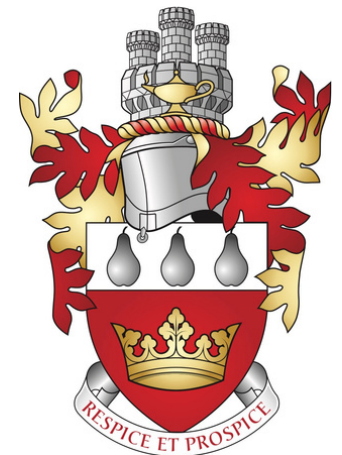
Rehabilitation of offenders: This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020. This means that when applying for certain jobs and activities certain spent convictions and cautions are 'protected', so they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Further information about filtering offences can be found in the DBS filtering guide.

The Governors of RGS Worcester are committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Registered Charity No. 112064

'Welcoming, unaffected and academically on the up and up, while still valuing the breadth of opportunities outside the classroom.'

- The Good Schools Guide



How to find us

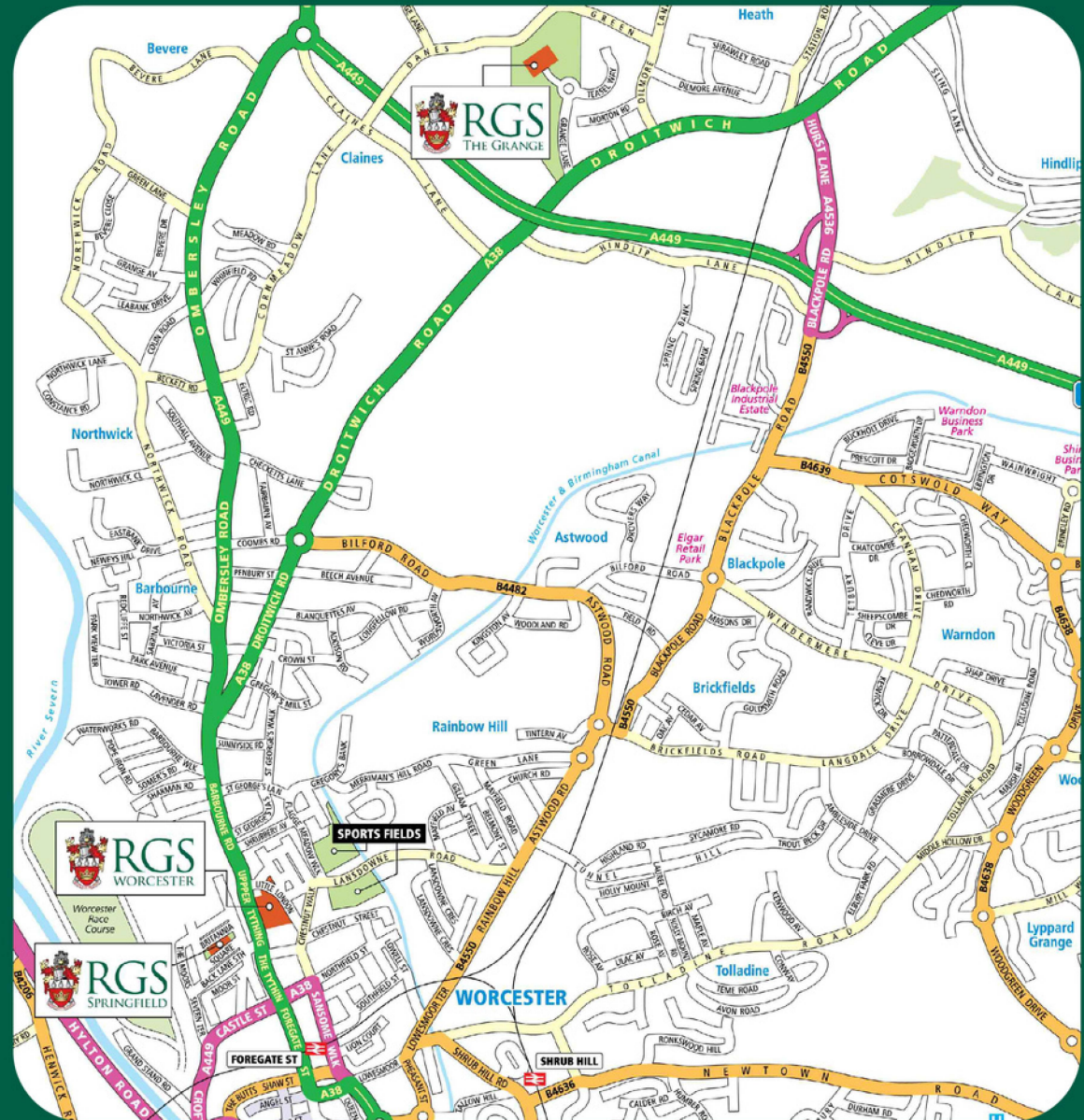
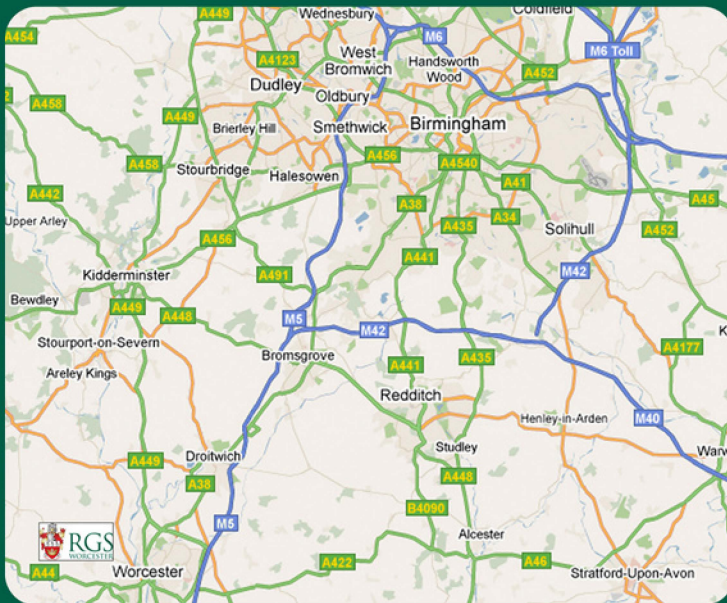
By Road:

The most direct route is via the M5. Leave at Junction 6 and join the A449. Travel through the first intersection until you reach a roundabout. Take the second exit into Ombersley Road, A449. Travel for 2 miles on this road which leads into Barbourne Road and then Upper Tything, A38. The entrance to RGS Worcester is on the left after the Little London turning.

By Rail:

The nearest mainline station is Worcester Foregate Street, which has a direct link to London Paddington and regular services to The West and West Midlands.

Exit the station and turn right. Keep to the right hand side pavement and follow the road out of Worcester for 5 minutes. RGS Worcester will be on your right hand side.



RGS Worcester | RGS The Grange | RGS Springfield | RGS Dodderhill

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