



Appointment of

Lead Receptionist

Full time, all year round
Information for Applicants



About The Role

We are seeking to appoint a permanent full-time Lead Receptionist to start as soon as possible. This postholder will be responsible for the reception team, giving guidance and supervision as well as carrying out general reception duties.

Aims of the Role are:

Lead Receptionist Duties:

- Lead the Reception team and manage Alleyn's warm and friendly Reception to welcome parents, students, staff and visitors on a daily basis.
- Line manage the Reception team and manage the Reception area to ensure that it provides an efficient and professional service for staff, pupils and visitors.
- Arrange/provide cover for periods when a receptionist is unavailable or at exceptionally busy times.
- Ensure a smooth handover between Receptionists making sure that they are kept fully informed of any current issues.
- General Reception Duties: Operate the switchboard, redirecting calls to appropriate departments as necessary and take messages, many of which are time sensitive and important.
- Receive certain deliveries and liaise with porters regarding dispatching them around the school.
- Student sign out at lunchtimes and for authorized absences.
- Provide the appropriate staff and student sign out sheets to the COO's PA in case of evacuation.
- Be aware of the London Ambulance responder calls regarding the AED.

Administrative Duties:

- Minute taking at the Monday Morning Briefing.
- Send Alleyn's posts during the holidays.
- Ensure the staff telephone list is updated.
- Update the Reception Display Screen.
- Ensure the reception team compile the daily bulletin.
- Attend the PA and Admin meeting when possible.
- Responsible for the management of school resources managed by the Reception team such as minibuses, mobile phones and the issuing of stationery.
- Ensure the various projects and work during the holidays is completed as required such as coach bookings, Alleyn's All in being dispatched, lost property overhaul and archiving past pupil information.
- Keep the Alleyn's in the Media folder up to date.
- Be responsible for communication with the Post Office, franking of all post and preparing it for collection each day.
- Oversee and dispatch the school post inbox.
- Liaise with the APA and take responsibility for forms handed in relating to APA events.
- Oversee the franking machine contract and necessary updates.



- Be responsible for liaisons with outside coach firms and cab firms, booking transport for school events
- Manage minibus bookings, issuing keys for the vehicles, paying for toll crossings, and liaising with the maintenance department when necessary.
- Administrative help with certain ad hoc events in the school calendar such as Celebration Day.

Orders:

- Manage the stationery budget, monitor, and maintain appropriate stock levels of generic stationery, always being mindful of keeping down costs wherever possible.
- Oversee the annual summer stationery and exercise book order for all subjects.
- Annual teacher and pupil planners
- Manage the newspaper budget and orders for the school.
- Organise flower orders when required, staff thank you's, births, sickness...
- Manage the reception procurement card. Order specific resources for staff, coding against appropriate budgets.

General:

- Assist with the management of (with the PE Technician), lost property. Contact pupils when items are found and provide information about unnamed items. Take responsibility for valuable items and blazers.
- Oversee and update the lost property spreadsheet.
- Assist the pupils in using 'Uniware' cards. This will include checking funds on cards and advising pupils accordingly. Printing card requests and registering pupil biometrics
- Help parents with parentpay queries and setting up their accounts
- Conduct annual appraisals for the reception team
- Assist with archiving/file storage of historical records/files.
- Be aware of the School's Health & Safety Policy;
- In conjunction with all staff of the School, support, promote and act within the School's policies and practices about Data Protection;
- Promote the School's eco-agenda and ensure all work is carried out with a view to reducing waste and protecting our environment;
- In conjunction with all staff of the School, support, promote and act within the School's Safeguarding Policy.

Any additional duties, as directed by the Chief Financial Officer, which are within the reasonable capability and responsibility of the Senior Receptionist.

Line Management:

The Senior Receptionist is ultimately responsible to the Chief Financial Officer.

Our Values (the Alleyn's ROCCK!)

Respect

Opportunity

Curiosity

Courage

Kindness

Person Specification

The table below sets out the requirements for the role. The successful applicant will have first-rate IT skills in all MS Office applications, clear communication skills and a welcoming manner. They will also possess excellent listening skills and the ability to work flexibly, to cope with the shifting demands of a school day.

Inevitably certain times of the academic year are pressured in the pattern of workload and it is important that the post holder is reliable and maintains a positive attitude.

Education	A good secondary school level education.
Experience	At least 2 years experience of working in a reception or administrative role. Ideally candidates will have experience of working in a school or experience of working with children.
ICT	Good knowledge of administrative ICT with specialist knowledge of one or more software packages.
CPD	Willingness to learn new skills and develop.
Managing Relationships	Ability to assist and work well with colleagues. The successful applicant will enjoy being part of a team. The ability to work calmly under pressure.
Line Management Responsibilities	Able to line manage a small team.
1:1 Oral Communication Skills	Ability to communicate complex or sensitive information.
Group Oral Communication Skills	Ability to communicate basic information to a group of people.
Written Communication Skills	Ability to draft e-mails, letters etc to a professional standard.
Organisational Skills	Ability to follow general instructions (working closely with a manager/supervisor) and able to organise prioritise work on a day-to-day basis. Strong organisational and administrative skills are essential.
Time keeping & Flexibility	Ability to be punctual and reliable, and occasionally adapt working hours to suit the needs of the School.
Attention to detail	Ability to identify problems with your own and others work within the School, including written and/or numerical work and to correct or report these issues to others.
Enthusiasm/Motivation	Enthusiastic and self-motivated, actively seeking to further the School's best interests.
Awareness of whole-School Activity	Awareness of activities taking place both within the Department.
Confidentiality & Discretion	An awareness that the role holders position regularly gives them access to information which cannot be shared externally or internally and an understanding of the importance of safeguarding data.
Analytical/Judgement skills	Ability to analyse data or use own judgement to determine the correct course of action.
Problem Solving Skills	Ability to solve problems that may significantly impact on others.
Strategic Planning	Ability to set and define the strategy for the Department.
Budget Management	Ability to manage a small budget.
Project Management	Ability to manage projects which have an impact on part of the school or a smaller impact on the whole school e.g. provision of stationary.



Working at Alleyn's

Terms and Conditions

The job is available on a full-time basis, all year round with four weeks holiday a year in addition to bank holidays and 3 or 4 days holiday over the Christmas closure period, rising to five weeks after 5 years' service.

The core hours are based on 37.5 hours per week, working Monday to Friday between 7:30am and 6:30pm, excluding a 30-minute break for lunch. There may be occasional school events that also require the role holder's presence outside of normal office hours. The successful applicant will be expected to work a full day on Founder's Day, one Saturday per year in late June or early July and Saturday Open Day.

In addition the role holder is expected to be flexible and to adjust their working times in order to cover any absences (During term-time, reception has to be covered between 7:30am and 6:30pm, but the hours are shorter during the holiadys which will be from 9am to 5pm). TOIL or overtime will be provided for excessive additional hours worked.

The salary will be between £38,000 to £40,000 per annum depending on experience and will be paid over twelve-monthly instalments.

The School offers additional benefits to its staff, including the use of the School swimming pool and gym, subsidised yoga and pilates classes, a holiday purchase scheme, access to the library, free tickets to School performances, and the opportunity to join one of two private healthcare plans. Staff also enjoy discounts with local businesses and may use holiday sports camps for the children of staff at a preferential rate.

Members of staff who have children attending Alleyn's Junior and Senior Schools will benefit from 25% fee remission, which, subject to means testing, may increase to a maximum of 85%. This is a non-taxable benefit, and any means-tested element is reviewed annually. Staff children must meet the same admissions criteria as all pupils at Alleyn's. There is also some fee remission available in respect of staff children attending Dulwich College and James Allen's Girls' School, though the terms and conditions are different and it is taxable benefit.

The role holder will have access to, and may be automatically enrolled into, the School's Group Personal Pension Plan. This plan may involve contributions being made via salary sacrifice based

Commitment to Safeguarding

We are fully committed to providing a safe environment for children, staff and visitors.

We promote a climate where anyone in the community can freely share their concerns about themselves, or others, in terms of individual safety and well-being.

We protect the interests of the children at Alleyn's through awareness among all members of staff of the kinds of issues of abuse, maltreatment and neglect that would impair a pupil's health or development.

In this way, Alleyn's supports its pupils' development by fostering security, confidence and independence.

We provide an environment in which children and young people feel safe, secure, valued and respected, and know how to approach adults if they or those whom they know are in difficulties, with the assurance that they will be listened to.

Everyone in the staff community at Alleyn's takes responsibility for safeguarding, and we always aim to act in the best interests of the child.



Arrangements for the Appointment

Applications

The application form can be downloaded from our website, www.alleyns.org.uk/jobs.

Candidates should complete all sections of the form and submit it together with a completed Equal Opportunities Monitoring Form, full CV and covering letter.

Please address your covering letter to the Chief Financial Officer, Claire Morgan, **explaining in your letter why you are interested in this particular position at Alleyn's and why you think it would suit you at this time in your career.**

All documents should be emailed to jobs@alleyns.org.uk.

Alternatively, they can be posted to:

HR Department, Alleyn's School, Townley Road, London SE22 8SU.

The deadline for applications is 9am on Tuesday 24 October 2023.

If you have any questions you are very welcome to contact the Recruitment Manager, Karolina Walicka, by email at jobs@alleyns.org.uk or by phone on 020 8613 5016.

Interviews and Appointment

Interviews will be conducted at the School. This will consist of interviews with relevant colleagues. There will also be an opportunity to meet with other relevant staff. Please note that references may be taken up before the interviews. If you would prefer to be contacted first please state this.

Safeguarding Checks

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced DBS check.

Equal Opportunities

As an Equal Opportunities employer we welcome applications from all applicants who meet the requirements for the position. However we are especially keen to receive applications from those in minority groups for which the School is currently underrepresented. We celebrate diversity and thrive on the benefits it brings.



Alleyne's School, a charitable company limited by guarantee registered in England and Wales with company number 09401357 and registered charity number 1161864. Registered office address: Alleyne's School, Townley Road, Dulwich, London, SE22 8SU
