

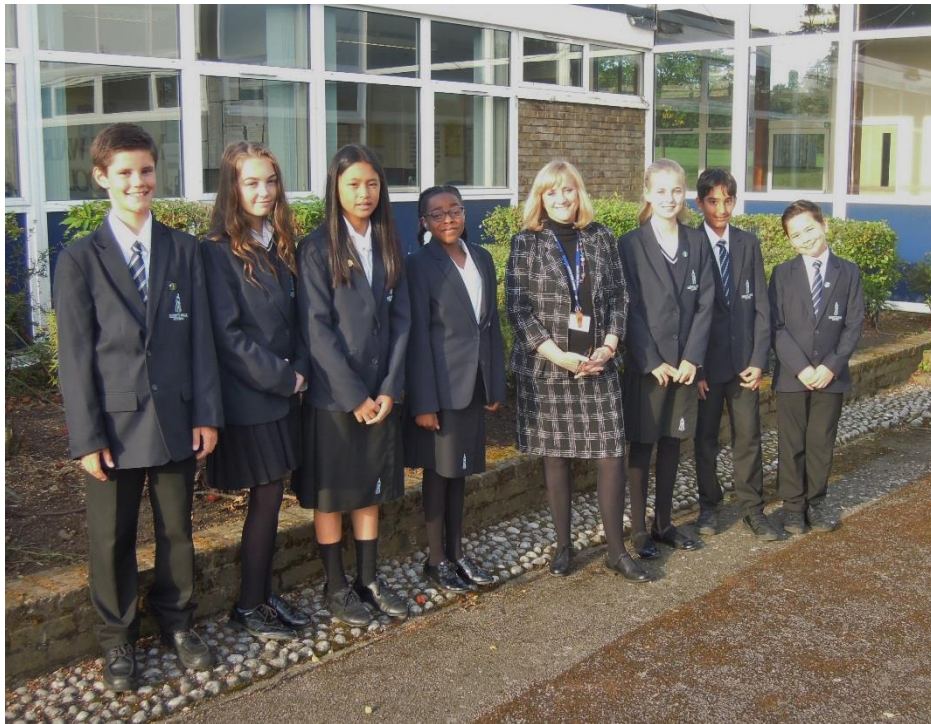


Monk's Walk School

Information Pack: Receptionist

Start date: 14th April 2020

Application deadline: Monday 24 February 2020



'Excellence for All'

Our School

We are a mixed school of about 1,350 11-18 year old students in Welwyn Garden City, a Hertfordshire new town on the outskirts of London. Transport links are superb – direct rail links to London in less than 30 minutes; M1, A1(M), M11 and M25 all minutes away. WGC is a pleasant place to live – it even has John Lewis! The school is situated in a greenbelt area in the prosperous northwest corner of the city. Our grounds are magnificent and the view from the school is lovely, the view of our buildings slightly less so – this is an area we are constantly working on within the usual financial constraints. In July of 2019 we start construction of a new block to replace one of our older teaching blocks.

Monk's Walk is a genuinely comprehensive school, although the intake profile is changing – the prior attainment of students coming into the school is rising. The number of students with learning challenges is below the national average, with 11.6% supported at school action plus or with an Education and Healthcare Plan (EHCP). Our support for students with SEND is a real strength of the school. Attendance is high. The school has an extremely effective behaviour policy and in general behaviour is very good indeed. Our students want to learn and our parents are, on the whole, extremely supportive.



Parental confidence in the school is high; there were 730 applications for 226 places in Year 7 for September 2019, with 238 of those as first preference. Each year we hear appeals for students wishing to join the school.

There is a genuine 'buzz' around the school and we have a very strong reputation in the city. In February 2018, the school was judged once again by Ofsted to be 'good' - please read the inspection letter which can be found on our website (or on Ofsted's) should you wish to apply. We were really pleased with the comments made by inspectors. They won't be back for four years, all being equal.

GCSE exam results in 2019 were very strong. In the basics, 47% of students gained a strong pass in English and maths and 76% a standard pass. This puts us well above the national average. Our attainment 8 was 51.2 and progress 8 +0.20 (above average).

In terms of progress, disadvantaged and SEN students do much better in the school than they do nationally. BME students attain very well and have good progress, as do each of the ability groups. Girls' and boys' attainment was almost exactly the same. We pride ourselves on the fact that Monk's Walk is an inclusive school.

The school has about 230 in the sixth form. We are also a member of a consortium with four other schools which provides a wide range of opportunities for students. At Monk's Walk we concentrate on providing A Level only, with large numbers of students studying the facilitating subjects. Maths, Further Maths and Mathematical Studies are popular options. Vocational programmes can be taken at Oaklands College or in other consortium schools. Sixth form results are good and improving, but our ambition is for them to be even better. Our average point score per entry was 30.54, with a grade C as the average grade. This is in line with national. We are very proud of the destinations of our sixth form students, with almost all

students who applied making it to their first or second choice university or high quality apprenticeship. Students access a range of universities, including Oxbridge.

We do not pursue academic achievement at the expense of the wider development of the individual, however. Form tutors, heads of year and heads of house all have important roles in the social, personal and academic support of individuals. Our house system is strong, providing a range of all-ability competitions and activities for mixed-age groups. Recently we have become the first school in the country to have a recycling machine with the credit going as house points. All members of staff are allocated a house, except me who has to try to stay impartial, of course.



Knightsfield School (a special school for hearing impaired children) is co-located with Monk's Walk School. We have an outstanding partnership arrangement; at key stage 3 Knightsfield students join classes in Drama, PE and Art. Some students are also integrated into GCSE groups. Knightsfield students join ours for lunch everyday in our canteen in B Block.

The school became an academy in September 2012. The decision to convert was purely pragmatic and trustees have no intention to make changes to teachers' pay and conditions beyond those made as part of national agreements.

Induction, training and continuing professional development have a very high priority in the school. All new members of staff take part in a comprehensive induction programme on joining the school. We have a proven track record in training teachers and we have both School Direct and PGCE trainees. We take an active part in the Alban Teaching School Alliance.

All staff are supported by a broad programme of continuing training and development. Individual staff are supported on programmes of further study/professional qualifications. The school runs a well-developed performance management system. All staff are actively supported to achieve their individual targets.

The Administration Department



The administration team is effective, with a wealth of experience, knowledge and expertise.

The team is hard working and always looking at ways of improving the service provided to students, staff and parents. It is a friendly, cohesive group that believes that teamwork is the key to succeeding as a department. The successful candidate would also carry out the many and varied duties as would be expected in a popular and thriving secondary school office.

Job Description: Receptionist

Post Title: Receptionist
Job Grade: H3
Responsible to: Administration Manager

Job Purpose

- To provide a friendly and helpful reception to all callers and visitors
- To process incoming and outgoing mail
- To provide first aid support as part of team
- To maintain postal records
- To assist with hospitality
- To monitor electronic registration and follow up accordingly
- To support the School community with administration tasks

Key Processes

- Reception duties
- Operate the School switchboard and deal with callers
- Administration and support services required by the School community
- Other administrative tasks or duties as required by the Administration Manager

This job description sets out the duties of the post at the time it was drawn up. The Headteacher may vary the duties from time to time without changing their general character or the level of responsibility entailed.

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. A Disclosure and Barring service check will be sought as part of the school's pre-employment checks. If you are invited to an interview, you will receive more information.

Person Specification: Receptionist

1. Educational Qualifications

- Minimum GCSE grade A-C in English and Maths
- Relevant CPD Training Courses
- First Aid at Work (training will be given)

2. Professional Experience

- Experience of working in a school or similar organisation
- Minimum 2 years' experience working as a Receptionist
- Working as part of a team
- Experience of being a First Aider

3. Professional Knowledge and Understanding

- Effective practise and approaches to administration
- Ability to use ICT (Microsoft Office is essential)
- Able to communicate both orally and in writing
- Able to prioritise

4. Personal Qualities and Skills

Ideally, we are looking for someone who:

- Is committed to the Administration Department
- Has a good telephone manner
- Has the ability to reassure customers and direct queries effectively
- Is reliable, well organised and committed to high standards
- Is co-operative, flexible and responsible
- Is sympathetic to the needs of the school community
- Is patient, optimistic and has a fantastic sense of humour
- Is punctual, with a smart appearance
- Is able to maintain confidentiality

Your role in our future

Monk's Walk School is a thriving, vibrant, learning community where our aim is to bring the best out of everyone. It is a very good school and like most good schools, we know we need to keep on improving to provide the best for our students.

I hope this information has given you a flavour of our school. Please read the Ofsted report and visit our website and Facebook page – Monk's Walk School Official - for more information.

If you would like to talk about the post in a bit more detail before applying, please contact Laraine Griffiths, Administration Manager. Her email is lagriff@monkswalk.herts.sch.uk

How to apply

Please apply, using the support staff application form on our website. You should also write a letter of application. In your letter of application, please can you explain how you demonstrate that you fulfil the requirements of points 2, 3 and 4 on the person specification (page 5 in this pack).

The deadline for us to receive your application is **noon on Monday 24th February 2020**. Please e-mail your application to recruitment@monkswalk.herts.sch.uk.

We look forward to hearing from you.

Kate Smith
Headteacher
February 2020