



**FRIESLAND
SCHOOL**

CANDIDATE PACK



WELCOME FROM THE HEADTEACHER

Friesland School is a values-centred organisation, and we strive to live up to our ethos of Ambition, Teamwork, Honesty and Respect in everything that we do. Our school is a vibrant and energetic educational environment, where we prioritise the academic, personal and cultural education of all our students.

We are a large school of over 1300 students, including 200 in our growing and successful 6th form, with a curriculum that mixes a substantial academic core with a long standing and genuine commitment to the Arts, Physical Education and Technology.

Friesland has a strong track record of high-quality teaching; with experienced, committed staff delivering challenging and innovative lessons. Our teachers are expert subject specialists and work in partnership with colleagues at Friesland and across the The Two Counties Trust to provide our students with a knowledge rich curriculum and an inspirational educational experience.

Staff at Friesland are highly trained and seek continual improvement through our bespoke professional learning programme. We are genuinely reflective practitioners, with the continual growth and wellbeing of our staff a key consideration in all decision making and improvement planning.

At Friesland we have high expectations of ourselves and those around us, as we strive to do the best for our students and our community. Our ambition is always to employ the highest quality staff who identify with our ethos and outlook. The best way to experience our school is to visit, so if you would like to see more of our school please do not hesitate to get in touch.

CRAIG PATTERSON HEADTEACHER



WHO ARE WE?

Friesland School is based in Sandiacre and has the values of Ambition, Honesty, Teamwork and Respect.

Friesland School has:



1,300

students
on roll



150

members
of staff



16

has a post 16
study programme



THE FOLLOWING COMMENTS WERE NOTED AT OUR LAST INSPECTION IN 2023

"Pupils know that the staff at this school have high hopes for them. All staff share the vision that they should remain ambitious for each pupil."

"There are respectful relationships between staff and pupils"

"Pupils feel safe and happy here."

"Values such as teamwork, honesty and respect permeate through the school's work to develop each pupil in the widest sense"

THE FOLLOWING COMMENTS WERE MADE BY OUR TEAM IN OUR LATEST ANNUAL WELLBEING SURVEY

"Leadership are friendly and approachable, and line managers are extremely caring and supportive."

"Fantastic dialogue between SLT and staff regarding well being - lots of reminders to switch off at the weekend and over holidays."

"I feel incredibly supported by my line manager which helps my wellbeing."

"The quality of safeguarding and support strategies given to our students in most need is second to none."

FRIESLAND SCHOOL IS PROUD TO BE A MEMBER OF THE TWO COUNTIES TRUST

WHO ARE WE?

We are a medium sized Trust based in the Nottinghamshire and Derbyshire area.



11,000

We are the Trust of choice for over 11,000 students



1,500

The employer of choice for 1,500 employees.



WHY DO WE EXIST?

To provide our students with opportunities and experiences to enhance their life choices, making a positive contribution to the world we share.

HOW WILL WE SUCCEED

By creating a healthy organisation, free from politics and confusion through clarity following the empowered to lead operating model.

By crafting and implementing a high-value curriculum which is knowledge rich to allow meaningful application of skills.

By building a compelling school culture built on strong professional relationships where all can achieve.

By putting people first through high impact professional learning and instructional coaching.

WE ARE DETERMINED TO

Ensure all our schools are at least good within three years of joining the Trust, and most schools to be judged outstanding.

Ensure priority students make at least the same progress as all students nationally.

Be consistently in the top 20 highest performing MATs nationally for student outcomes.

Be the Trust of choice for students, families and staff.

HOW DO WE BEHAVE



AMBITION

We maximise our potential through striving for excellence.



TEAMWORK

We give 100% effort, displaying kindness and humility for the benefit of all.



HONESTY

We are respectfully open about our successes and areas for growth.

WHY YOU SHOULD JOIN FRIESLAND SCHOOL, A MEMBER OF THE TWO COUNTIES TRUST

Alongside the chance to make a difference to our schools and therefore students' life choices, there are many great reasons to choose Friesland School, a member of The Two Counties Trust, as a great place to continue your career.

We recognise the importance of happy, rewarded, and motivated employees and as such we have developed our HR and Professional Learning strategies to invest in people. We are fully committed to supporting your career and professional growth through a range of routes both within the school, externally, and across the Trust, offering extensive professional learning for all employees.

We have removed appraisal and appraisal related pay progression, recognising the limitations, and changed the focus from proving to improving through professional growth which is focused on individual ambitions, enabling everyone to get a little bit better all the time. We are an organisation where you can make a difference, we live and breathe our values and work together for the benefit of our students, colleagues and the community.

We are committed to the welfare of our employees and alongside our own wellbeing and workload management arrangements we have signed up to the Education Staff Wellbeing Charter. We recognise that balancing everyday life and work can sometimes create pressures and in order to support all employees we provide everyone with access to an enhanced Employee Assistance Programme from day 1 of employment. This scheme helps you and your family to manage events and issues, providing access to confidential advice on health, family, money matters, work and much more.

There are also an extensive range of benefits that are accessible to you as an employee of The Two Counties Trust.

For your health and welfare we offer discounted gym membership to over 3,400 health clubs whilst Dental and Health Care plans offer you a range of benefits including worldwide dental cover, diagnostic consultation and therapy

Our retail benefit scheme is designed to ensure that your pay goes that bit further. We offer great personal car leasing deals through our affinity scheme with Arnold Clark and extensive savings can be made through our Salary Extras scheme. This scheme saves you money on every day essentials, travel, gifts, fashion, going out and electronics providing you with access to a range of offers and discounts which are not available on the high street.

These benefits run alongside other elements of our total reward package including access to the Teachers' Pension Scheme or Local Government Pension Scheme (depending on your role), enhanced family friendly leave and pay arrangements, free car parking, a cycle to work scheme, the opportunity to request flexible working and most importantly a friendly, professional working environment.



Receptionist

Friesland School

Grade and Salary	Grade 2: £8,190 - £8,586 actual salary per annum pro rata (£24,404 - 25,584 FTE)
Working pattern	14.5 hours per week (working Monday and Friday), 39 weeks per year (Job Share)
Contract term	Permanent

The School:

Friesland School is a values-centred organisation, and we strive to live up to our ethos of Ambition, Teamwork, Honesty and Respect in everything that we do. Our school is a vibrant and energetic educational environment, where we prioritise the academic, personal and cultural education of all our students. At Friesland we have high expectations of ourselves and those around us, working collectively to develop and improve whilst enhancing the life opportunities of our students. We have a long track record of high attainment at both Y11 and Y13, alongside a wide and varied extra-curricular provision.

As someone interested in a role at our school we would urge you to come to visit us and see Friesland School for yourself, as there is no better way to learn about our wonderful school and what we offer.

The role:

We are seeking to appoint a Receptionist to join our friendly administration team. This role provides front line customer service to all our visitors, staff and students as well as administration support to the main office. Experience of working in a busy office environment in a customer facing role coupled with strong ICT skills are pre-requisites for this role.

The person:

The successful candidate must have experience of working in a customer service or administrative role and be able to use Microsoft Office. You will need to have strong communication skills, an excellent telephone manner and be highly organised.

Why join us?

There are many reasons to choose The Two Counties Trust as a great place to start or continue your career.

We recognise the importance of a happy, healthy, rewarded and well motivated workforce and as such we have developed our HR strategy to invest in our employees. We have removed appraisal and appraisal related pay progression, changing the focus from validation to professional growth and enabling all our employees to get better all the time.

We are fully committed to supporting your career and professional growth through a range of routes both within schools and across the Trust and we offer extensive professional learning opportunities for all employees.

We offer:

- Highly competitive pay and pay progression opportunities.
- An array of employee benefits and lifestyle options including discounted healthcare, gym membership and extensive high street retail discounts.
- Entry to a career average pension scheme.
- Opportunities to experience and share practice in our partner schools across the Trust.
- A stimulating, supportive and rewarding working environment with a dedicated team of like-minded professionals.
- Excellent opportunities to develop your skills and experience and to progress your career.

- We take the wellbeing and health of employees seriously. We have a range of support mechanisms and benefits available to employees and the Trust has signed up to the Education Staff Wellbeing Charter.

The closing date for applications is: Friday 10th January 2025 at midday.

Interviews will be held on: a date to be confirmed

It is an offence to apply for this role if you are barred from engaging in Regulated Activity relevant to children.

We are committed to safeguarding and promoting the welfare of children and young people. An offer of employment will be subject to the receipt of a satisfactory enhanced level DBS disclosure with a children's barred list check, two satisfactory references and successful completion of vetting procedures.

In accordance with the statutory guidance Keeping Children Safe in Education (KCSIE), an online search will be conducted as part of due diligence on shortlisted candidates and a social media check will be required as a condition of employment.

We are committed to recruiting and retaining a diverse workforce and candidates with a disability who meet the essential job criteria will be given an opportunity to demonstrate their abilities at interview.



JOB PROFILE

Job title:	Receptionist
Responsible to:	Office Manager
Salary / Grade:	Grade 2: £8,190 - £8,586 actual salary per annum pro rata (£24,404 - 25,584 FTE)
Working hours / weeks:	14.5 hours per week (working Monday and Friday), 39 weeks per year
Core purpose	To provide front line customer service to all visitors, staff and students. To provide administrative support to the main office.

Corporate responsibilities:

- To ensure that the responsibilities of the role are carried out in a way which reflects the mission and the values of the Trust.
- To be aware of and observe all policies, procedures, working practices and regulations, and in particular to comply with policies relating to Child Protection, Equal Opportunities, Health and Safety, Confidentiality, Data Protection and Financial Regulations, reporting any concerns to an appropriate person.
- To uphold our commitment to safeguarding and to promote the wellbeing of children.
- To contribute to a culture of continuous improvement.
- To comply with all reasonable management requests.

Key responsibilities:

- Operation of specialist ICT equipment
- Dealing with calls promptly and effectively, while being courteous and sensitive ensuring confidentiality is maintained at all times.
- Effective communication skills to provide a welcoming reception to visitors, dealing politely and efficiently with face-to-face enquiries from staff, students, parents and outside agencies presenting themselves at the reception.
- Effective communication skills to manage the Student Reception.
- Ensuring that the reception area is kept clean and tidy.
- Processing letters/documents as required.
- Photocopying and collation of documents as required.
- Processing all requests for emergency site assistance and ensuring relevant staff are informed.
- To maintain the efficient operation of the school MIS system, recording foreseen absences when notified by parents and Tutors when required.
- To take student absence calls and log appropriately on the school system when required.
- Sort incoming mail on a daily basis.
- Management of any parcel deliveries ensuring that all items are delivered, with the aid of site staff to the recipients.
- Preparation and distribution of bulk mailing to students as required.
- Relaying of messages from parents to students as and when required.
- To follow established security systems and procedures at all times. Ensuring the correct procedures for Safeguarding are being adhered to for all visitors to the school.

- To provide first aid cover as required on site, referring serious cases to hospital. To undertake training to maintain qualified first aid status.
- To complete additional tasks as requested by line manager in line with your role/grade

Notes:

This document is an overview of the role. The responsibilities will include but will not be limited to those listed above and it is anticipated that the role will evolve over time and as such the duties may change.

This document does not form part of the contract of employment.

This post will have regular contact with children and as such a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS) with a Children's Barred List Check is required as a condition of employment.

It is an offence to apply for this role if you are barred from engaging in Regulated Activity relevant to children.

Those engaged in management positions will also require a Section 128 check.

Our Mission:

Why do we exist? To provide our students with opportunities and experiences to enhance their life choices, making a positive contribution to the world we share.

Our values:

How do we behave?

- Ambition:** we maximise our potential through striving for excellence.
- Teamwork:** we give 100% effort, displaying kindness and humility for the benefit of all.
- Honesty:** we are respectfully open about our successes and areas for growth.

Our strategic anchors:

- Build a compelling school culture built on strong professional relationship where all can achieve.
- Craft and implement a high-value curriculum which is knowledge rich to allow meaningful application of skills.
- Put people first through high impact professional development and instructional coaching.
- Create a healthy organisation, free from politics and confusion through clarity following the empowered to lead operating model.

PERSON SPECIFICATION

Role: Receptionist

E/D | A | I

Qualifications & Training

1	Educated to at least level 2 including English and Math's	E	✓	
2	Relevant business administration qualification	D	✓	
3	First Aid qualification or willingness to achieve	E	✓	

Experience

4	Can demonstrate in their current role, the capacity to work effectively and efficiently with a range of people at a professional level	E	✓	✓
5	Experience in working in an office environment	E	✓	✓
6	Experience of working in a customer facing role	E	✓	✓
7	Extensive experience in the use of MS Office including word and Excel	E	✓	✓

Knowledge & Understanding

8	An understanding of the mission and values of the Trust.	E	✓	✓
9	An understanding of safeguarding issues and promoting the welfare of children.	E		✓
10	An appreciation of the importance of accuracy and confidentiality in respect of work of this nature	E	✓	✓
11	Has a practical knowledge of GDPR	E	✓	✓

Skills & Abilities

12	Ability to form and maintain appropriate professional boundaries with children.	E		✓
13	Good verbal communication skills, listens to people and speaks clearly and professionally	E		✓
14	Effective customer service skills with a willingness to accommodate customers positively and communicate positive and negative messages effectively with others	E		✓
15	Good written communication skills, writes clearly with good spelling and grammar	E	✓	✓
16	Confident IT skills with an interest in learning new IT skills and systems	E		✓
17	Good personal organisation and administrative skills	E		✓
18	Has initiative and can work independently	E		✓
19	Is able to plan, organise, priorities and manage their own time effectively	E		✓

Personal Attributes

20	Flexibility and adaptability.	E		✓
21	An empathetic, non-judgmental and ethical approach.	E		✓
22	Is prepared to undertake professional training necessary to carry out the role effectively.	E		✓
23	An ability to work effectively and collaboratively as part of a team	E		✓
24	A willingness to provide exemplary customer service	E		✓
25	Discretion and understanding of confidentiality	E		✓
26	Can demonstrate fairness, honesty and integrity in his/her existing practice and conduct as a professional	E		✓

27	Can show a positive commitment to organisational principles.	E		✓
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Other

28	A commitment to uphold and promote equality of opportunity.	E		✓
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KEY

E Essential

D Desirable

A Assessed by Application Form

I Assessed by Interview

HOW TO APPLY

TES is our recruitment platform so please go to www.tes.com/jobs to apply for this role online.

If you do not wish to apply online you can request an application form from HR@ttct.co.uk to be returned via e-mail.

Please ensure that you set out in your application on no more than 2 sides of A4, why your experience and ambition is a good fit for the role of Receptionist within Friesland School.

In order to comply with Safeguarding requirements, you must complete either an application form or apply online via TES. We cannot accept a Curriculum Vitae as an application for this post.

Please note that we receive a large number of applications and so unfortunately cannot provide feedback to everyone. If you have not been contacted within four weeks of the closing date you should assume that your application has not been successful on this occasion.

Applications must arrive by Friday 10th January 2025 at midday.

Interviews will be held on a date to be confirmed.

TOP TIPS FOR A SUCCESSFUL APPLICATION

Here are our top tips to help your application stand out and give you the best chance of getting shortlisted for an interview.

1. Always read the job profile

The job profiles includes details of the responsibilities of the role and the essential and desirable criteria we are looking for in the person specification. This list of criteria is what we will use to put together our shortlist, the more essential and desirable criteria you meet, the more likely you are to be invited for an interview. Make sure to read what we are looking for, and then highlight which points you meet when completing your application.

2. Complete as much detail as possible

We get many application forms where half of the information is missing. We understand application forms can be a lengthy process, but poorly completed application forms give the impression that little effort has been made by the applicant. There also may be vital information missing that we need when making our decision. It is important to make sure your details are accurate and up to date. When going over your work history, make sure you mention any relevant experience you got from those roles and do not leave gaps in your employment history. Where there are genuine gaps, address these in the appropriate section.

3. Make sure your supporting statement is well constructed

Your supporting statement is your chance to show how you meet our person specification, so make sure you have the job profile document available to refer back to. This section is where you can really sell yourself and tell us anything that is relevant to the role you are applying for, and to highlight anything that will make your application stand out. Please ensure your supporting statement is focussed and should normally not extend beyond two sides of A4.

4. Proofread your application before submission

Once your application is complete and ready to submit, do one final read over to check for any mistakes and to make sure you are happy with all the information you have provided. Perhaps do one more check over the person specification and make sure you have demonstrated how you meet the criteria including examples where appropriate.

5. Be truthful

While you want to highlight all the experience you do have, be careful not to exaggerate your work history. This may get you an interview, but may not get you any further than that. Also be honest about what grades you received from any education you have, as we will ask to see proof of qualifications.

6. References

We ask all applicants to provide the details of two people who will act for you as a referee. Please ensure one of them is your current/most recent employer and the other is from your most recent employment prior to this. If you do not have two employment referees, for example if you have just left school or university, you should use the course leader as your referee.

Your employment referee should not be a colleague but, the name of the most senior person who can provide a reference on behalf of the organisation. If you are currently working at a school the Headteacher **must** be cited as your referee. Make sure to provide all the relevant information; name of the person, what role they hold, in what capacity they know you and their email address. There is a tick box for you to let us know if you are happy for us to contact that referee before interview. We will never contact someone you do not give us permission to contact before interview. Once you have been offered a role, we will still wait for you to give us permission to contact that referee. Please note that any job offer is conditional upon receipt of two satisfactory references.

Equal Opportunities Monitoring

The Trust is committed to providing equality of opportunity to all candidates. As part of our application process we ask you to complete a separate equal opportunities monitoring form. This form is never shared with hiring managers and it will in no way affect your application. This information is collected for the Human Resources department to review statistics on who is applying for our jobs, and what we can do to attract a more diverse workforce.

We also want to identify anyone who may need adjustments to enable them to have a fair chance at the interview stage.

The Two Counties Trust is a Disability Confident Employer, amongst other things, this means that if you declare you have a disability and you meet all of our essential criteria (available in the person specification document) you should be offered an interview.

Please note that the Trust is committed to promoting and protecting the physical and mental health of all our employees.



PRIVACY NOTICE

1. Introduction

- 1.1 When applying for a position in The Two Counties Trust, as an organisation we are the Data Controller. That means we have a statutory responsibility to explain how we collect, manage, use and store information about applicants.
- 1.2 You have a right to be informed how our Trust uses any personal data that we collect about you. This privacy notice, and our Data Protection Policy, explains our data usage when you apply for a job with us.

2. What information do we collect?

- 2.1 Personal data that we may collect, use, store and share (when appropriate) about you includes, but is not restricted to:
 - Name, address and contact details, including email address and telephone number.
 - Copies of right to work documentation.
 - References.
 - Evidence of qualifications.
 - Information about your current role, level of remuneration, including benefit entitlements.
 - Employment records, including work history, job titles, training records and professional memberships.
- 2.2 We may also request and collect, use, store and share (when appropriate) information about you that falls into "special categories" of more sensitive personal data. This includes, but is not restricted to:
 - Information about race, ethnicity, religious beliefs, sexual orientation and political opinions.
 - Whether or not you have a disability for which we need to make reasonable adjustments during the recruitment process.
 - Photographs and CCTV images captured in school.
 - All telephone calls are recorded for quality and training purposes.
- 2.3 We may also collect, use, store and share (when appropriate) information about criminal convictions and offences.
- 2.4 We may also hold data about you that we have received from other organisations, including other schools and social services, and the Disclosure and Barring Service in respect of criminal offence data.
- 2.5 In accordance with the statutory guidance Keeping Children Safe in Education (KCSIE), an online search will be conducted as part of due diligence on shortlisted candidates with the information retained for the successful candidate.
- 2.6 We have statutory obligations that are set out in 'Keeping Children Safe in Education' and other guidance and regulations.

3. Why we use this data

- 3.1 The Trust needs to process data to take steps prior to entering into a contract with you.
- 3.2 The Trust needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.
- 3.3 The Trust has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Trust may also need to process data from job applicants to respond to and defend against legal claims.

- 3.4 The Trust may process information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. This is to carry out our obligations and exercise specific rights in relation to employment.
- 3.5 Where the Trust processes other special categories of data, such as information about ethnic origin, sexual orientation, disability or religion or belief, this is for equal opportunities monitoring purposes.
- 3.6 The Trust is obliged to seek information about criminal convictions and offences. Where the Trust seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.
- 3.7 The Trust will not use your application data for any purpose other than recruitment.

4. How use the data

- 4.1 Your information may be shared within the Trust for the purposes of recruitment. This includes members of HR, shortlisting and interview panel members involved in the recruitment process (this may include external panel members). This also includes IT staff if access to the data is necessary for the performance of their roles.
- 4.2 The Trust will not share your data with third parties unless your application for employment is successful and we make you an offer of employment. As well as circulating your application and related materials to the appropriate staff at our schools, we will share your personal information for the above purposes as relevant and necessary with:
 - Your referees.
 - The Disclosure & Barring Service (DBS) in order to administer relevant recruitment checks and procedures.
 - UK Visas & Immigration (UKVI) in order to administer relevant recruitment checks and procedures.
 - Where relevant and as required for some posts, the Teacher Regulation Authority checks.
- 4.3 Where you have provided us with consent to use your data, you may withdraw this consent at any time. We will make this clear when requesting your consent and explain how you would go about withdrawing consent if you wish to do so.

5. Automated Decision Making and Profiling

- 5.1 We do not currently process any personal data through automated decision making or profiling. If this changes in the future, we will amend any relevant privacy notices in order to explain the processing to you, including your right to object to it.

6. Collecting data

- 6.1 As a Trust, we have a legal obligation to safeguard and protect our pupils, staff, volunteers and visitors. We collect the data for specific purposes.

7. What if you do not provide personal data?

- 7.1 You are under no statutory or contractual obligation to provide data to the Trust during the recruitment process. However, if you do not provide the information, the Trust may not be able to process your application properly, or at all.
- 7.2 Whenever we seek to collect information from you, we make it clear whether you must provide this information for us to process your application (and if so, what the possible consequences are of not complying), or whether you have a choice.
- 7.3 Most of the data we hold about you will come from you, but we may also hold data about you from:
 - Local authorities.
 - Government departments or agencies.
 - Police forces, courts, tribunals.

8. How we store data

- 8.1 The Trust takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.
- 8.2 We will dispose of your personal data securely when we no longer need it. We keep applicant data for a period of up to 6 months if an applicant is not successful.
- 8.3 Successful applicants who secure a position then come within the employee / workforce provisions.

9. Transferring data internationally

- 9.1 We do not share personal information internationally.

10. Your rights

- 10.1 You have a right to access and obtain a copy of your data on request;
You can:
- Require us to change incorrect or incomplete data.
 - Require us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing.
 - Object to the processing of your data where the Trust is relying on its legitimate interests as the legal grounds for processing.
- 10.2 If you would like to exercise any of these rights, please contact the Trust.

11. Complaints

- 11.1 We take any complaints about our collection and use of personal information seriously.
- 11.2 Our complaints policy deals with the different stages of any complaint, and how this is managed within the Trust.
- 11.3 You can also contact our Data Protection Officer or contact the Information Commissioner's Office:

Report a concern online at <https://ico.org.uk/make-a-complaint/>

Call 0303 123 1113

Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

12. Contact us

- 12.1 If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact us via info@ttct.co.uk.

13. General Data Protection Regulation

- 13.1 All data within this policy will be processed in line with the requirements and protections set out in the General Data Protection Regulation.



FRIESLAND SCHOOL

CONTACT US

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 [@TTCTcareers](https://twitter.com/TTCTcareers)

 www.linkedin.com/school/ttctrust

