

SCHOOL RECEPTIONIST

Required from September 2023

INFORMATION FOR CANDIDATES



Application closing date:

Friday 11th August

Interviews from:

Monday 14th August





Headmaster's Welcome

A very warm welcome to Bishopsgate School and I am delighted that you are considering applying for a role in our community.

Bishopsgate is undoubtedly a vibrant and exciting school where childhood is nurtured and celebrated against the backdrop of outstanding pastoral care. We are a place where pupils are free to enjoy their childhood, can begin to develop lifelong academic, artistic, sporting and cultural passions and are prepared for life at senior school and beyond.

I was fortunate to be appointed as Headmaster in September 2022. With education as our most important national business, my vision is a School that promotes innovative teaching and learning through a full spectrum of experiences whilst ensuring our pupils can celebrate their childhood and leave with the most cherished memories that they will carry with them for the rest of their lives.

If this role is an opportunity which excites you, and you believe that you have the necessary skills, experience, and attributes, then we would welcome your application and I wish you every success with the interview process.



Mr P Thacker
Headmaster

Ethos & Values

Bishopsgate aims to bring out the best in every child and we want them to be inspired by our motto – ‘Nil Nisi Optimum’ (Nothing but the Best) to empower them to ‘Go anywhere, do anything.’

The School aims to develop a number of key qualities in each child, notably independence, collaboration and leadership. These are nurtured through a child's ability to think, learn, reflect and communicate by embracing characteristics such as resilience, curiosity and creativity.

These aptitudes and skills are central to the School's participation in the Pre-Senior Baccalaureate (PSB) programme followed by many like-minded prep schools who have put these skills and characteristics at the heart of school life and the curriculum they offer.

The School also aims to prepare pupils for life beyond school with the right personal qualities to enable them to enjoy challenge and cope with uncertainty and complexity.

School Aims

Bishopsgate provides the highest standard of education in order to lay the foundations for our pupils' future success and prepare them for the senior school of their choice and life beyond. through a broad and balanced curriculum. Pupils have one opportunity for the education that will form the basis of their lives and, at the same time, one childhood.

To fulfil its mission, Bishopsgate aims to:

- To foster a love of learning;
- To empower each child to fulfil their potential;
- To provide the highest standard of education to support pupils in realising their academic potential;
- To ensure that all our pupils are well cared for in a nurturing family environment, in which they feel happy and secure and can thrive;
- To provide a supportive community where boys and girls can enjoy the many varied opportunities open to them within an inspirational setting;

- To ensure pupils leave Bishopsgate as confident, engaging, empathetic and thoughtful young people, ready for life's adventures.

History & Estate

As one of the oldest independent schools in England, there has been a preparatory school on the Bishopsgate site since 1896.

Located on the Crown Estate and on the edge of Windsor Great Park, Bishopsgate is set within 30-acres, and surrounded by outdoor play space and beautiful woodland.

As a charitable school, all funds are reinvested directly back into the School and Bishopsgate continues to invest significantly in its people and resources. In 2022 a £4.3m sports facility was formally opened that features four badminton courts, a climbing wall, gym and multi-purpose studio, together with a new all-weather Sports pitch. In 2014, the School's four-lane, 25 metre indoor swimming pool was opened. More recently, the School has extended the Music School to expand the range of music activities on offer to the pupils.

The main school building is a large Victorian house set within the School grounds. The main teaching areas are the Jubilee Building (Upper School) and the Windsor Building (Lower School). In 2012, the Windsor Building was extended to provide new teaching areas including a new Design and Technology Suite. A Performing Arts Studio and additional Science laboratory have also been recently added and the School library has also been fully refurbished.

Bishopsgate was formed in 1996 following the merger of Virginia Water Prep School and Scitcliffe Prep School. It now celebrates the very best of the co-educational day-school model and has grown significantly to provide a thriving, happy community to 400 pupils, aged from 3 to 13.



Candidate Search

We are currently seeking a dedicated and personable School Receptionist to become an integral part of our team. Bishopsgate is a much-admired independent school renowned for its exceptional standards and commitment to academic excellence.

As the School Receptionist, the successful candidate will embody the warm and welcoming spirit of our school community, ensuring that every pupil, parent, and visitor feels valued and supported from the moment they step through our doors. A friendly and professional demeanour will set the tone for their experience, creating a positive and inclusive environment for all.

With a keen focus on effective communication, you will serve as the primary point of contact for incoming calls, demonstrating your outstanding telephone etiquette and ability to handle multiple tasks seamlessly even under pressure. While prior experience in a school setting is not a prerequisite, it would be advantageous for this role.

The Reception area holds a significant role within our school, serving as the initial point of contact for all visitors and callers. Adjacent to this area, you will find the offices of the Headmaster’s PA, HR and Compliance Officer, and Assistant Bursar - an experienced and supportive team, always ready to lend a helping hand.

Our working hours are designed to accommodate both our employees’ personal lives and the needs of our school community. You will enjoy a schedule from 8:00am to 6:00pm, Monday, Tuesday and alternate Wednesdays during term time, which includes the full week at the beginning and end of each term, with an additional 10 days during the summer holiday period. Occasionally, you may be required to go beyond the usual end of your working day.

In recognition of the skills, qualifications, and experience of the successful candidate, a competitive salary commensurate with the responsibilities of the position is offered.

Moreover, you will be joining a team that places the utmost importance on Safeguarding. Your vigilance and attention to detail will ensure that any concerns are promptly reported to our Designated Safeguarding Lead, guaranteeing the safety and well-being of our students.

If you are seeking an opportunity to contribute to a prestigious educational environment and play a vital role in shaping the first impressions of our school, we invite you to apply for the position of School Receptionist at Bishopsgate where the successful candidate will create a warm and welcoming atmosphere that reflects our commitment to educational excellence and embraces our vibrant community.

Salary & Benefits

A package commensurate with experience will be awarded to the successful candidate.

- The school has its own generous salary scale and pensions scheme.
- If the candidate has pupils of Prep school age (Nursery - Year 8) fee remission is available subject to availability of places.
- Bishopsgate has its own wellbeing programme of activities and support and free membership of our onsite fully-equipped gym.
- Freshly-cooked lunch and snacks are provided at no cost during term-time.
- The School operates a Cycle to Work Scheme.
- Staff swimming sessions are available in our indoor swimming pool.
- There is free on-site parking at School.

Application Process

- Application Form
- Professional References
- Interview
- Applicant’s certificates, including independent verification



The Role & Job Description

Role: School Receptionist
Hours: 8.00am to 6.00pm Monday, Tuesday alternate Wednesdays
Reporting to: The Bursar through the Headmaster’s P.A.

MAIN AREAS OF RESPONSIBILITY

Key Accountabilities

The purpose of the role is to undertake a range of delegated tasks and responsibilities of an interpersonal, secretarial, administrative nature in order to:

- Act as the first point of contact for School enquiries whether by telephone, email or face to face and to contribute to the smooth running of Reception;
- To be a point of contact until all pupils out of school on fixtures or visits have returned, even if this is beyond the normal finish time;
- To monitor the taking of registers in lessons as well as doing weekly monitoring of attendance, including identifying pupils who are persistently late;
- To provide administrative support for the two Deputy Heads;

- To provide additional ad hoc administrative support as and when required in support of the School Office;
- Greet and welcome visitors and assist them as appropriate;
- Undertake a planned programme of Reception tasks and responsibilities;
- Provide appropriate guidance and support for pupils, staff and visitors;
- Contribute proactively to the School’s operational procedures and policies, especially in the maintenance of a secure site;

Key Tasks and Duties

- To meet and greet visitors and to ensure a high level of security provision is provided and is compliant with the School’s safeguarding, security and health and safety policies;
- To manage the switchboard and act as a message point, passing on messages to staff voicemail boxes or making a note of absentees;
- To update / maintain the schools management information system (SIMS) with information as and when required;
- To notify relevant colleagues when their visitors arrive;





- To undertake and maintain a First Aid training qualification. In doing so to act as a member of staff on duty for pupils who are on site out of normal School hours and dealing with any concerns or issues;
- To ensure that the Reception area is kept tidy, informative and welcoming for visitors;
- To help pupils, staff and visitors with any enquiries they may have;
- To carry out other reasonable duties as required from time to time;
- To maintain pupil registers for pupils leaving site for; private appointments, sports fixtures, etc.;
- To help in overseeing pupil attendance. Ensuring that the School database is up to date and all pupils are accounted for;
- To help maintain the School email account;
- Ad-hoc tasks throughout the year depending on the school's calendar of events.

General

- To adhere to and promote school policies, including those on safeguarding, equal opportunities and race equality
- To comply with school policies and procedures with regard to conduct and dress
- To participate in the evaluation of job performance through the Performance Management/ Staff Appraisal scheme
- To undertake such additional duties as may be consistent with the purpose of the post as defined in this job description

- To undertake training appropriate to the role and keep up to date with new methods

Safeguarding

- This role constitutes 'Regulated Activity'; teaching, caring for, supervising and taking responsibility for the wellbeing of children and promoting and safeguarding the welfare of children and young persons for who you are responsible and with whom you come into contact. You are required to:
- Follow all codes of practice in relation to the safeguarding of the children's welfare: discipline; health and safety regulations; child protection; and the reporting of accidents
- Establish supportive relationships with pupils to establish the trust and respect of individuals and groups within the school
- Develop methods of promoting/reinforcing pupils' self-esteem
- If in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, they must report any concerns to the School's Designated Safeguard Lead (DSL) or to one of the Deputy DSLs

Personal Specification

Qualifications

Essential

- Experience as a Receptionist
- Experience of dealing with the public, including in person, on the telephone and via email
- Administrative experience
- To be able to use ICT effectively (training in the School's own management information system will be provided)

Desirable

- To be educated to A Level, including GCSE in English and Mathematics
- To hold a First Aid at Work qualification
- Experience of working in a school or other educational establishment
- Experience of monitoring attendance

Skills & Abilities

Essential

- To have excellent interpersonal and communication skills
- To work calmly when under pressure or when dealing with an emergency
- To have an excellent telephone manner and the ability to deal confidently with enquiries
- To be able to work with a high level of initiative
- To have the ability to multi-task
- To interact positively with pupils, staff, parents and visitors, including high profile members of the community
- To be able to organise effectively and efficiently

Desirable

- To have used a Management Information System (ideally in an educational setting)

Personal Qualities

Essential

- To be committed to safeguarding and to promoting the welfare of children
- To be discreet and confidential
- To be pleasant, helpful and polite
- To be able to show empathy
- To be calm and confident
- To have a good sense of humour
- To maintain professional standards of behaviour and dress, in line with the School's Code of Conduct
- To have an appreciation of the importance of the function of this central role





Terms & Conditions

Safeguarding

Bishopsgate School is committed to safeguarding and promoting the welfare of pupils and young people and expects all staff and volunteers to share this commitment. Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS). The safeguarding responsibilities of the post include:

- Promoting and safeguarding the welfare of pupils and young persons for who you are responsible and with whom you come into contact
- Following all codes of practice in relation to the safeguarding of the pupils's welfare: discipline; health and safety regulations; child protection; and the reporting of accidents
- If in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety or welfare of pupils in the

school, s/he must report any concerns to the School's Designated Safeguard Lead (DSL) or to one of the Deputy DSLs

- All staff are expected to read and abide by the requirements of the Compliance Folder, which is available to all on the Google Drive.

All posts are exempt from the Rehabilitation of Offenders Act 1974 and the School is therefore permitted to ask job applicants to declare all convictions and cautions (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with pupils.

Whole Staff Responsibilities

- All staff must be prepared to work outside these hours occasionally to meet the requirements of the post
- Adhere to and promote all school policies, including those on code of conduct, whistleblowing, dignity at work and equality and diversity
- Comply with school policies and procedures with

regard to absence and dress code

- Undertake such additional duties as may be consistent with the purpose of the post as defined in this job description

Training

- All staff must attend INSET which is one or two days prior to the start of each term
- Undertake training appropriate to the role and keep up to date with emerging best practice
- Participate in the evaluation of job performance through the Professional Development Policy

Health & Safety

All employees must be aware of the responsibilities placed upon them under the Health & Safety Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for pupils, visitors and staff.

Data Protection

Bishopsgate School processes information about its current, past or prospective employees, applicants, current, past and prospective pupils; and

their parents, carers or guardians and others who are defined as data subjects under the Data Protection Act 2018. Anyone who works for, or acts on behalf of, the school (including staff, volunteers, governors and service providers) should also be aware of and comply with the school's Data Protection Policy, which also provides information about how personal data about those individuals will be used. The School takes the protection of all personal information extremely seriously and is committed to a policy of protecting the rights and freedoms of individuals with respect to the processing of their personal information.

This job description is intended to provide guidance on the range of duties associated with the post. It is not intended to provide a full and exclusive definition of the post. It may be subject to modification and amendment from time to time and the post holder may be required to undertake additional duties, as required, by the Headmaster. This Job Description will be reviewed annually by the Deputy Head (Teaching & Learning).



The Application Process

- Applicants are asked to provide the Headmaster with a letter of application (no more than two sides of A4). The letter of application should offer a personal insight into the skills and aspirations of the candidate.
- Applicants are required to complete the Application for Employment form available on the School website.
- The successful applicant will be required to undergo Enhanced Disclosure clearance (DBS) from the Criminal Records Bureau.
- If you are currently working with pupils on either a paid or voluntary basis, your current employer will be asked about disciplinary offences, including disciplinary offences relating to pupils or young persons (whether the disciplinary sanction is current or time expired), and whether you have been the subject of any child protection allegations or concerns and, if so, the outcome of any enquiry or disciplinary procedure. If you are not currently working with pupils, but have done so in the past, that previous employer will be asked about these issues. Where neither your current nor your previous employment has involved working with pupils, your current employer will still be asked about your suitability to work with pupils, although they may, where appropriate, answer 'not applicable' if your duties have not brought you into contact with pupils or young persons.
- You should be aware that provision of false information is an offence and could result in the application being rejected or in summary dismissal, if the applicant has been selected, and possible referral to the police and/or the Department for Education Pupils's Safeguarding Operation Unit.

Invitation to Interview

- If you are invited to interview, this will be conducted in person and the areas which it will explore will include suitability to work with pupils.
- References will be requested before interview unless there is a valid reason not to do so.
- All candidates invited to interview must bring documents confirming any professional qualifications that are necessary or relevant for the post (e.g. the original or certified copy of certificates, diplomas, etc). Where originals or certified copies are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained from the awarding body.
- Candidates may be invited for interview upon application.
- All candidates invited to interview must also bring with them three forms of identification. Either three from Group A or two from Group A and one from Group B:
 - Group A
 - A current driving licence together with paper licence,
 - A passport,
 - A full birth certificate,
 - Marriage certificate (if applicable).
 - Group B
 - A utility bill or financial statement showing the candidate's current name and address (dated within the last three months).
- Where appropriate, any documentation evidencing a change of name.
- Please note that originals of the above are necessary. Photographs or certified copies are not sufficient.

