

# Applicant Pack

To be read in conjunction with our 'Join our staff' brochure



## Job Advert



Thank you for expressing an interest in the position of Receptionist. Eckington School is an 11-18 comprehensive secondary school in Derbyshire with 1283 students on roll.

This is an exciting and unique time to join Eckington School. On 1 April 2023, Eckington School joined Chorus Academy Trust and on 17 April 2023 we welcomed our new Headteacher Richard Cronin.

### School Business Assistant - Receptionist

**Salary: Grade 3 SCP 5-6**  
**£21,575-£21,968**

**Permanent – 37 hours per week / 39 weeks per annum**  
**(Pro rata £18,556 - £18,894)**

**To start: ASAP**

### About this vacancy

Eckington School is seeking to recruit a Receptionist to assist in the provision of an efficient, professional and welcoming reception and administrative support service within the school.

### To apply

The full application pack is available from [www.chorustrust.org/vacancies](http://www.chorustrust.org/vacancies) and completed Chorus Trust application forms are to be sent to Sharon Foster (HR Administrator) at: [Sharon.Foster@eck.leap-mat.org.uk](mailto:Sharon.Foster@eck.leap-mat.org.uk)

Please note that CVs and Sheffield City Council/Derbyshire County Council application forms will not be accepted. Applicants are welcome to discuss any aspect of the role with Kelly Pardoe on 01246 432849.

Deadline for applications: **11.59pm on 1<sup>st</sup> May 2023**

Interviews to be held: **week beginning 15<sup>th</sup> May 2023**

*Chorus Education Trust is proud to support flexible working arrangements.*

*At Chorus Trust we are committed to the Safeguarding of all our pupils, please visit our website to access our Safeguarding & Child Protection policy <https://www.chorustrust.org/policies>*

*The successful candidate will be required to complete a Disclosure & Barring check in line with the Rehabilitation of Offenders Act (ROA) 1974 (Exceptions) Order 1975 and the Police Act Regulations.*

## Job Description: summary

<b>Post title:</b>	Receptionist
<b>Profile:</b>	BS2
<b>Grade:</b>	3
<b>Grade spinal point range:</b>	SCP 5-6
<b>Accountable SLT post:</b>	Business Support Services Manager
<b>Line Manager of post holder (if different):</b>	
<b>Staff to be supervised or line managed by post holder:</b>	N/A
<b>Post holder will work with:</b>	Teaching and Support staff
<b>Holiday and sickness relief by/for:</b>	By and for other admin & support staff
<b>Purpose of job:</b>	To assist in the provision of an efficient, professional and welcoming reception and administrative support service within the school.
	This post may work across the Trust schools.
<b>Version revised:</b>	Mar 2021

## Job Description: duties

The post holder must at all times carry out his/her responsibilities within the spirit of the School and Trust policies and within the framework of legislation relating to Academies and Education, with particular regard to the statutory responsibilities of the Trust and the Governing Body of the School.

### Specific duties and responsibilities

- Provide a professional receptionist role to internal and external visitors
- Employ initiative, resourcefulness and discretion at all times when dealing with all school staff, visitors and outside agencies
- Ensuring visitors' appointments are kept as promptly as possible
- Ensuring that all visitors sign in and out of school
- Providing assistance to staff and students with any queries made at the reception area by resolving or redirecting queries and giving advice where appropriate
- Being the first point of contact for all enquiries to school, by whichever means, eg. Post, email, telephone
- Operate the switchboard, identify and deal with problems raised by callers on the telephone by liaising with other staff as necessary
- Maintaining the reception area, medical room and entrance area in a clean, tidy and attractive condition
- Ensuring deliveries are not left in reception for long periods of time and in view of the public
- Administering the PFI facilities helpdesk system and requests/logs by email from staff, including chasing updates. (PFI schools only)
- Maintaining school diaries, calendars and room bookings as/if appropriate
- Ensuring the display boards in reception and the immediate area are kept up to date and in good order
- Reviewing and ensuring sufficient stocks are maintained for all leaflets held in reception
- Organising student receptionists including training in conjunction with the Pastoral Teams as applicable to the school/college
- Provide first aid to students, visitors and staff
- Administrate and organise all outgoing post facilities

## Support for the Trust / School (applies to all roles)

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Work in a flexible way to respond to the needs of the Trust and to fulfil other duties and responsibilities appropriate to the grade and role as and when required.
- Be aware of and support difference and ensure equal opportunities for all.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Contribute to the overall ethos/work/aims of the Trust/schools.
- Participate in relevant training, other learning activities and performance management as required.
- From time to time, to meet the needs of the Trust, you may be asked but not expected to work hours additional to your normal working hours. The Trust will give you as much notice as possible and you will be paid/recompensed for such work. Examples where this might be required are for example; relevant key school events such as Open Evenings, exam results days, trips, clubs, training etc.
- Team responsibilities - All Business support staff are considered part of the overall support team and may be required to provide assistance to colleagues in other areas from time to time commensurate with the role, skillset and grade.

## Changes to these duties

The above duties are not exhaustive and the post holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Principal.

The job description and allocation of particular responsibilities will be kept under review and may be amended via consultation with individuals, the Governing Body or Board of Trustees and/or Senior leadership team as required. Trade Union representation will be welcomed in any such discussions.

# Person Specification

**Job title: Receptionist**

<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b> A = application I = interview R = reference
<b>Knowledge, experience and skills</b>			
Generic administrative experience to include word processing/typing, filing, collating, proof-reading of material, data entry and spreadsheet use, using Microsoft Office packages.	✓		A
Customer services experience.	✓		A
Working in a busy environment with many priorities and conflicting deadlines.	✓		A / I
Experience of an education, training or similar environment.		✓	A
Organisation and bookings for events.		✓	A / I
<b>Qualifications</b>			
Excellent literacy / numeracy skills and standard of education, to include GCSE English at Grade C or above (essential) and GCSE Maths at Grade C or above (desirable)	✓	✓	A
Evidence of regular, relevant and recent personal development.	✓		A
<b>Other skills</b>			
Communicate effectively with people at all levels eg school staff, students, governors and external contacts/ suppliers.	✓		I
Work effectively as part of a team recognising own role as a team member.	✓	✓	A / I
Able to maintain a positive focus, accepting constructive criticism positively and learning from it.	✓		A / I
Demonstrate an enthusiastic and positive approach regarding change, having a definite 'can do' mentality.	✓		I

Ability to learn from experiences.	✓		I
Ability to carry out instructions accurately and effectively as directed by line manager.	✓		I
Demonstrate customer care.	✓		A
Ability to work alongside young people (not necessarily in school environment).	✓		A / I
<b>Interpersonal skills</b>			
Ability to maintain confidentiality	✓		A
Accuracy when receiving information (verbally and written) and communicate information effectively and accurately.	✓		I
Able to make a positive contribution to the team.	✓		A
Able to reflect on performance and further develop own knowledge and skills to improve performance.	✓		I
Maintains standards set by the organisation.	✓		I
Takes responsibility for own actions.	✓		I
Ability to work alone unsupervised and manage own workload.	✓		A / I
<b>Child protection</b>			
A commitment to the responsibility of safeguarding and promoting the welfare of young people.	✓		I