



# Application Pack

## Receptionist/Administrator Deyes High School

<b>Start Date:</b>	<b>11 April 2024</b>
<b>Closing Date:</b>	<b>08:00, Friday 08 March 2024</b>
<b>Shortlisting:</b>	<b>Friday 08 March 2024</b>
<b>Proposed Interview date:</b>	<b>W/c 11 March 2024 (TBC)</b>
<b>Post Scale:</b>	<b>NJC SCP 2/3</b>
<b>Salary:</b>	<b>£22,366 - £22,737 FTE</b> <b>Pro rata salary £19,323 - £19,644</b>
<b>Contract Term</b>	<b>Full time/Permanent</b> <b>08:30 – 16:30 Monday to Friday</b> <b>Term Time plus 5 INSET days</b>

### HOW TO APPLY

**To submit your application please use TES Quick Apply**



LYDIATE  
LEARNING  
TRUST

ENGAGE, ENABLE,  
EMPOWER

*“We engage with all within our Trust and beyond to enable them to show the world their particular strengths, their ideas and their passion”*

### **We do this by...**

- 1) Empowering individuals through learning;
- 2) Fostering a “can-do” attitude that leads to continuous improvement;
- 3) Producing confident young adults with high levels of perseverance, proficiency and integrity;
- 4) Encouraging families and our schools to work together to support student learning;
- 5) Providing a happy, safe, supportive environment where students can learn effectively;
- 6) Developing the whole child with a comprehensive offer of wider curriculum;
- 7) Engaging with our students to inspire, contribute and care;
- 8) Developing leadership at all levels for students, staff, governors and our communities;
- 9) Promoting an enterprise culture that creates close working partnerships with business and wider partners;
- 10) Committing to having honest conversations about our strengths and our opportunities for growth.

## **We Offer**

- A competitive salary, which is aligned to national standard terms and conditions
- A Competitive Pension Scheme
- Employee Assistance Programme
- Regular training and development programmes tailored to your very own learning needs.
- Opportunities for career progression within school and across the Trust should you wish.
- An open and collaborative working environment where everyone is valued
- A detailed induction programme

## **Equal Opportunities**

LLT is an equal opportunities employer. The aim of our policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital status, race, religion, colour, nationality, ethnic or national origins or disability or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Recruitment, selection and promotion procedures will be monitored to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities.

To assist us in monitoring the operation of our equal opportunities policy, and for no other reason, please ensure you complete an [equal opportunities monitoring form](#) which can be found on our Careers Homepage.

## **Safeguarding & Enhanced DBS Checks**

The Lydiate Learning Trust is strongly committed to Safeguarding and promoting the welfare of students and expect staff to share this commitment and maintain a vigilant and safe environment. All posts are subject to an enhanced DBS check. All staff will be expected to follow the school’s child protection policy, code of conduct for adults and managing allegations against staff procedures.

# Welcome



DEYES  
HIGH  
SCHOOL

LYDIATE  
LEARNING TRUST

Thank you for your interest in the position of Receptionist/Administrator. This pack has been designed to help you should you choose to submit an application to us, which we sincerely hope you do. We hope it answers all of your initial questions, but if not, please do not hesitate to contact us and we will endeavour to help you through your application.

Deyes High School is a vibrant, ambitious and oversubscribed school that is rated 'good' by Ofsted. Our ambition is to be 'outstanding' in all areas and welcome your application to be part of that journey.

Alongside, and no less important, is our excellent performance. We work hard to ensure that Deyes offers a friendly, welcoming and enriching environment for all, including those who work, visit and study here.

Whilst we are proud of our achievements, we strive to improve year on year whilst maintaining the happy atmosphere for which we are renowned. We match our goals by the whole school community working together as a team.

Our people are at the heart of our success. We have developed a strong culture of collaboration and best practice, with professional development and career planning at its centre. We invest in our staff with support, coaching, mentoring, and a wide range of top-quality training programmes delivered at every level to senior leadership.

If you feel you are up to the challenge, keen to do well and would enjoy working at Deyes High School, then please apply.

We do hope you are that special person we are looking for and we look forward to hearing from you.

Yours sincerely,

A handwritten signature in black ink that reads "V. Beaney".

**Mrs V Beaney**  
**Head of School**  
**Deyes High School**

A handwritten signature in black ink that reads "A. Stahler".

**Mrs A Stahler**  
**Chief Executive Officer**  
**Lydiate Learning Trust**

# Deyes High School – New Build



This opportunity comes at a time of extremely exciting change and development for Deyes High School. Having been listed as one of the first 50 schools in the DfE New School Build Project and we are due to move into our new build in April 2024.

For further information, please visit <https://www.deyeshigh.co.uk/newbuild/>

# Job Description

## Receptionist/Administrator

<b>Purpose</b>	To provide a professional customer focused image of Lydiate Learning Trust's schools. To be able to respond proactively to queries via telephone, email and face to face to parents, staff, students and visitors. Flexibility, excellent customer service skills, high level of initiative, attention to detail and the ability to effectively multitask are essential in this fast paced environment.
<b>Reporting to</b>	Office Manager
<b>Liaising with</b>	Students, Parents, Staff and External Agencies
<b>DBS Check</b>	Enhanced Level
<b>Salary</b>	NJC SCP 2/3
<b>Working Time</b>	Full Time/Term Time plus 5 INSET Days 8:30am to 4:30pm Monday to Friday

Core Duties	
<b>Main Duties</b>	<ul style="list-style-type: none"><li>• To be the first point of contact for students and other personnel making them feel safe, welcome and providing an excellent level of customer service.</li><li>• To deal with general day to day enquiries from students and when needed their families, in a calm and professional manner.</li><li>• To answer the main telephone lines and process messages accurately and in a timely fashion, particularly those relating to student well-being, redirecting calls when necessary quickly, ensuring all communication channels are effective.</li><li>• To further support the well-being of students by administering first aid as needed, communicating with families to safeguard whilst also encouraging high levels of attendance.</li><li>• To carry out reception/administrative duties in a timely and efficient manner in order to maintain the efficient running of the reception.</li><li>• To support with actioning safeguarding guidelines in Reception.</li><li>• Maintain a welcoming and tidy reception area at all times.</li><li>• To redirect or respond to general email enquiries.</li><li>• To provide assistance and cover for colleagues within the administration office and develop an excellent knowledge of all school office procedures.</li><li>• To support with the collection and distribution of incoming mail and dispatch outgoing mail.</li><li>• To be in attendance on parent's evenings, open days, and other events when required.</li></ul>
<b>Organisation</b>	<ul style="list-style-type: none"><li>• Undertake reception duties, answering routine telephone calls and face to face enquiries, signing visitors in and out following safeguarding guidelines, assist in general clerical duties. Provide a professional customer focused image of Lydiate Learning Trust.</li></ul>

## Core Duties

### Support for the school

- Be aware of and comply with school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference to help ensure everyone has equal access to the services of the school and feels valued, respecting their social, cultural, linguistic, religious and ethnic background.
- Contribute to the school ethos, aims and development / improvement plan.
- Work as part of a team, appreciating and supporting the role of other people in the team.
- Attend and participate in meetings as required.
- Undertake personal development through training and other learning activities, including performance management as required.

***The above requirements are specific to the role and complement the current duties of a Receptionist/Administrator. It is current at the date shown, but following consultation with you, may be changed to reflect or anticipate changes in the job that are commensurate with the salary and job title.***

# Person Specification

## Receptionist/Administrator

Key - D = Desirable E = Essential

<b>Qualifications &amp; Training</b>	
<ul style="list-style-type: none"> <li>A Level 2 qualification in Numeracy/Maths and Literacy/English or relevant qualification. (Grade C in Mathematics and English) at GCSE</li> </ul>	D
<ul style="list-style-type: none"> <li>Knowledge, or a qualification, in the use of Microsoft Office and SIMS</li> </ul>	D
<b>Experience</b>	
<ul style="list-style-type: none"> <li>Experience of providing excellent customer service to a variety of audiences</li> </ul>	E
<ul style="list-style-type: none"> <li>Experience of general clerical/administrative work.</li> </ul>	E
<b>Skills/Knowledge/Aptitudes</b>	
<b>Communication &amp; Influence</b> <ul style="list-style-type: none"> <li>Actively listens to what others have to say and gains support for own opinion. Asks open questions and ensures that there is no confusion or ambiguity to the listener. Ensures own case is consistent when seeking support.</li> </ul>	E
<b>Team working</b> <ul style="list-style-type: none"> <li>Demonstrates a non-judgemental approach to values, views and needs of others. Sees other people's point of view and encourages and respects views that are different from own. Takes time to get to know people and how they operate.</li> </ul>	E
<b>Organisational awareness</b> <ul style="list-style-type: none"> <li>Keeps up-to-date on changes/new developments in own and other areas of the school's activities and their impact on the school's performance.</li> </ul>	E
<b>Adaptability</b> <ul style="list-style-type: none"> <li>Supports the change process, remaining positive during times of change. Willingly co-operates with others and highlights potential problems in a positive and supportive way</li> </ul>	E
<b>Use of technology</b> <ul style="list-style-type: none"> <li>Is able to use and understands the purpose of Information Communication Technology (ICT) and is able to use it for routine and pre-set purposes. Is able to share skills and knowledge with colleagues and has a willingness to remain proficient as the technological needs of the school change.</li> </ul>	E
<b>Professional Values and Practice</b> <ul style="list-style-type: none"> <li>Ability to build and maintain successful relationships with students and adults, treating them consistently, with respect and consideration.</li> <li>Ability to work collaboratively with colleagues both within school and other organisations, and carry out the role effectively, knowing when to seek help and advice.</li> <li>Ability to improve own practice through observations, evaluation and discussion with colleagues.</li> </ul>	E
<b>Confidential References</b>	
<ul style="list-style-type: none"> <li>Positive recommendation from all referees, including current employer.</li> </ul>	E