

Information Pack

Receptionist & Administration Assistant

Responsible to: Office Manager
Start date: ASAP
Salary: Grade 3 - £28,881 - £30,552 (FT) pro rata
Days and Hours: 25 hours per week: Monday to Friday (13:00 - 17:00)
Term time (plus two weeks)

Applications will be reviewed on receipt, and the Trust reserves the right to interview and appoint a suitable candidate before the closing date.

Role Summary

We are seeking to appoint a part time Receptionist to support a busy administrative team and to act as the first point of contact for students, parents and visitors. The receptionist will be an enthusiastic ambassador for The Charter School Bermondsey, participating fully in the life of the school community.

About The Charter School Bermondsey

The Charter School Bermondsey is an Ofsted "Good" (2022), four-form entry, mixed, 11-16 free school that opened in September 2013. The school is located in a new state-of-the-art building, just a stone's throw from Bermondsey Underground, and boasts fantastic spaces for staff and students, including modern science laboratories.

DfE [School Performance Tables](#) show a headline Progress 8 score of **+0.29**. Outcomes in Mathematics are amongst the strongest in the school, and the successful candidate will be motivated to build on this platform with the support of a well-established team.

In return, we support our staff with:

- Excellent opportunities for professional development including coaching and NPQs
- Providing a well-ordered working environment including centralised detentions so teachers can focus on teaching
- Regular opportunities for flexible working

The school is a member of The Charter Schools Educational Trust; home to eight Good and Outstanding schools including The Charter School North Dulwich, The Charter School East Dulwich & Charles Dickens Primary School.

Contact us

For further information about the school visit www.charterbermondsey.org.uk

If you have any questions or would like a call to discuss the role, contact us at recruitment@charterbermondsey.org.uk or 0203 542 6506.

How to apply

Our preferred method of application is via the TES website, however, you can also download an application form from our website.

NOTE: The Charters Schools Educational Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. References will be sought, vetting undertaken and the successful applicant will need to undertake an enhanced Disclosure & Barring Service (DBS) check.

Job Description

Specific role responsibilities:

- Act as the first point of contact for all parents, students and visitors
- Handle enquiries by email, telephone and in person
- Take messages and pass on to relevant staff members in a timely manner
- Sort and inform staff members of incoming mail and packages
- Ensure that the reception area is kept tidy at all times
- Support the Administration Manager and team in ensuring an efficient reception service is maintained at all times
- Filing student documents
- Update student records on MIS system
- Assist with administration related to secondary transition (inputting student data and contacting parents for information)
- Provide administrative support for staff including phoning parents, sending letters home and arranging meetings
- Take cash payments and cash up at the end of each day
- Support the Admin Team with arranging and setting up school events
- Comply with policies and procedures of the school and to report all concerns to the appropriate person
- Attend First Aid at Work qualification to assist students with medical issues
- Engage in relevant continuous professional development opportunities and performance management/review arrangements
- Carry out any other reasonable duties and specific school-wide tasks as directed by the Administration Manager or member of the SLT
- To follow safeguarding procedures at all times for visitors

Leader responsibilities

- Lead by example, providing inspiration and motivation, and embody the values of the school.
- Monitor pupils' outcomes robustly and act swiftly to address underachievement.
- Lead and develop high-quality curricula and pedagogy throughout the department.
- Identify high-quality assessment for learning practice and ensure this is consistently implemented.
- Write the development plan, identifying and prioritising needs within the department.
- Coach colleagues to support their development.
- Support the development of new and innovative working practices, using evidence-based research where appropriate to support new ideas.
- Build effective working relationships and share good practice.
- Take part in activities to monitor and evaluate the effectiveness of teaching and learning within the department and wider school.
- Challenge staff under-performance at all levels and ensure corrective action.
- Plan, chair and organise meetings as appropriate and as scheduled.
- Provide extra-curricular activities that enrich pupils' learning.

All members of the Charter School staff are expected to:

- Provide extra-curricular activities that enrich pupils' learning.

- Support the school vision and objectives outlined in the school development plan.
- Actively foster the ethos and values of the school.
- Build an expectation of high achievement for all.
- Support the pastoral care of students.
- Help to create the best environment to promote and secure the achievement of students and staff.
- Have a sense of corporate responsibility for the outcomes of all students.
- Build a clear understanding of what outstanding provision looks like.
- Comply with and support at all times the school's policies and procedures on safeguarding of students.
- Contribute to the school's programme of enrichment activities.
- Work with the school's Health & Safety Policy to ensure a safe working environment for all.
- Maintain high professional standards of attendance, punctuality, appearance and conduct.
- Uphold and enhance the school's reputation by ensure positive, courteous relations with students, parents, colleagues and other stakeholders.
- Engage actively in CPD for self and colleagues.
- Be willing to go above and beyond expected levels of commitment to ensure the success of the school.
- Manage budget in line with areas of responsibility.
- Be proactive in ensuring appropriate allocation of resources and evaluate against outcomes.
- Undertake other duties commensurate with the role.

Communication and Partnership

- Communicate school's values, aims, policies and plans to staff, students and parents.
- Create, maintain and enhance effective working relationships with staff.
- Maintain an effective system of record keeping, reporting and communication with stakeholders to ensure accountability for your work.
- Help to ensure that good communications are maintained throughout the school.
- Ensure that parents and students are well informed about curriculum, attainment and progress and can understand targets for improvement.
- Look for and use opportunities to support the development of the whole child through spiritual, moral, social and cultural activities.
- Develop and encourage good relations between the school and the local and wider community.
- Work closely with other schools, locally, nationally and where beneficial, internationally.
- Represent the school at marketing and other external events.

This job description details responsibilities but is not prescriptive and does not direct any particular priorities or amount of time to be spent carrying out the duties. It is not necessarily a comprehensive definition of the post, and the post holder may be required to undertake other duties and responsibilities commensurate with the grade and scope of the post. This job description may be subject to amendment, to meet the changing needs of the school, following appropriate consultation.

Person Specification

Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Working as part of a team • Working knowledge of Microsoft Office software (including Word and Excel) • Office skills: Administrative/secretarial/financial administration • Models high standards of professional conduct • Communicating with a wide variety of people and agencies • Ability to deal calmly with the unexpected, with the ability to multi-task, work under pressure, outstanding organisational skills and exhibit a strong attention to detail at all times 	<ul style="list-style-type: none"> • Experience of working in a school • Experience of working with young people • Good working knowledge of SIMS • Cash handling • Knowledge of Ofsted Safeguarding requirements
Education & Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • Good numeracy and literacy skills minimum at GCSE level • Willingness to participate in First Aid training and training in general • Right to work in the UK 	<ul style="list-style-type: none"> • First Aid qualification • A-levels or equivalent
Skills	
Essential	Desirable
<ul style="list-style-type: none"> • Excellent communication skills both orally and in written • Calm and confident speaking to students, parents and visitors • Desire to go “above and beyond” in improving outcomes for young people in the local community • Entrepreneurial, self-reliant and solution focused • Acts with integrity and fairness with an awareness of confidentiality and sensitivity • Adaptable and flexible • Good use of own initiative • Understanding of the implications of Equal Opportunities • Participate in school/community events • Commitment to CPD for self and others; seeks feedback and acts upon it • High standard of accuracy and presentation 	<ul style="list-style-type: none"> • Data Protection awareness • Ability to maintain effective systems for filing, information retrieval, reproduction of documents etc. • Ability to think innovatively and creatively • A knowledge of school management information systems • The ability to diffuse confrontation

NOTE: This post is subject to an enhanced DBS check.