

# Hills Road Sixth Form College, Cambridge

## Appointment of a Receptionist (afternoon)

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Opportunity • Quality • Achievement



## Welcome from the Principal

Thank you for your interest in Hills Road Sixth Form College and in this post. We really hope that the information in this booklet will support you in making an application to our College and will provide all you need for deciding whether our College is right for your next career step. We hope it is!



Choosing an institution where you find a fit in terms of ethos and values is hugely important. Hills Road Sixth Form College enjoys a strong national reputation, having topped Sixth Form College performance league tables for outcomes since their inception over twenty years ago. But that doesn't make us complacent. We still want to evaluate and improve the ways in which we work with young people to get the best for them and from them, whatever that might take.

We are therefore looking for a colleague to join us who shares that drive and wants to ensure that the department they are joining continues to achieve excellent outcomes. Everything we achieve relies on the quality and commitment of our staff team whatever their role in the College and we are keen to recruit colleagues for whom excellence comes as standard. We also want you to continue to grow professionally while you are with us and will explore with you ways in which we can support that development. Through the application and interview process, we'll be keen to understand your ideas and approaches to supporting delivery of the best educational outcomes at this specialist A level college.

As a busy, vibrant community of nearly 2,400 young people, there's always a great deal going on and lots to be part of and take part in. Extra-curricular opportunities abound and we hope you will want to get involved with the extraordinary range of activities that is on offer. We have an on-site sports centre, including a fully equipped gym, plus squash and tennis courts, to which all staff colleagues have free membership and our staff wellbeing programme includes access to on-site talking therapy, fitness and relaxation sessions. If you would like to talk through a prospective application or to explore the College's ethos and values a little more, please don't hesitate to make contact for an informal chat.

Finally, I do appreciate the time commitment involved in completing a job application and, if you do decide to apply, can I thank you for the investment of time you have chosen to make. Whatever the outcome, can I wish you all the very best with your future career, wherever that may be.

With very best wishes  
Jo Trump  
Principal

## Overview of the College

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### The College

The College operates on an attractive site just over a mile south of the centre of the historic city of Cambridge. The site has been occupied from 1903 when it was originally home to the Cambridge and County School for Boys. Since its inception in 1974, succeeding the former boys' grammar school, the College has concentrated mainly on providing Advanced level courses to students in the Cambridge area. Having responded to strong and sustained demand for places over a number of years we now have nearly 2,400 full-time 16-19 students for whom we provide a choice of 34 A level subjects plus the Extended Project Qualification, an extensive programme of enrichment and extra-curricular activities and responsive individual support and guidance. The breadth, depth and challenge of this curriculum are at the heart of our long-standing educational vision.

The College is a member of the Cambridge Area 14-19 Partnership: there are ten other centres for post-16 education: Cambridge Regional College, Long Road Sixth Form College, The College of West Anglia, The Cambridge Academy of Science and Technology, (formerly the UTC Cambridge), and six school sixth forms. The Cambridge Area 14-19 Partnership provides a common application procedure for post-16 courses and co-ordinates the information and guidance services for student transfer at 16+. The great majority of our full-time sixth form students are recruited from 18 maintained secondary comprehensive schools in the Cambridge area, 12 of which do not have their own sixth form.

We deliver an Adult Education programme, mainly during evenings and some weekends. The number of part-time adult student enrolments is around 4,000 a year. The range of courses reflects the needs of a much wider community in Cambridge and the surrounding area. The College is also a study centre for the Open University.

The Hills Road Sports and Tennis Centre is solely owned by the College and operates as Cantabrigian Ltd. While providing an outstanding facility for staff and students of the College, it also serves as a community sports centre working in partnership with Cambridge City Council and the Lawn Tennis Association. Local residents use the centre on a pay-as-you-play basis or via the membership scheme. Activities range from tennis and fitness room sessions to squash, cricket and Pilates.

### College Performance

Hills Road Sixth Form College enjoys a national reputation for excellence and, in its last two Ofsted inspections, was rated outstanding in all graded areas.

*A summary of the College's performance*

- In the Government's examination performance table for 'points per examination entry', the College has consistently posted the highest score of any sixth form college in the country.

- In recent years the tables have included the percentage of students achieving at least AAB at A level in at least two of the Russell Group's 'facilitating subjects'. Year on year Hills Road has recorded the strongest sixth form college percentage.
- Retention and success rates also remain high, with 96.9% of those enrolled on a two-year course in 2015 going on to achieve the equivalent of at least two A level passes in 2017.
- Value added continues to be positive overall indicating that, on average, Hills Road Students achieve better results than might have been expected based on their prior GCSE outcomes.
- Typically, over 90% of Hills Road students progress to higher education with significant numbers going to the most sought after universities (including 55 earning places to Oxford and Cambridge in 2017).
- Hills Road students consistently thrive in higher education with 35% earning first class honours degrees in 2016 according to the latest Sixth Form College Association report which is based on HESA data.
- Hills Road was shortlisted in 2017 as a finalist in the TES 'Sixth Form College of the Year' award.

## Exam Results 2017

The 2017 A Level results are very similar to the typical, strong level in recent years and are likely to translate into another good performance in the Government's league tables:

- the proportion of A\* grades is 18.9% (national, 8.3%)
- the A\*-B grade rate is 76.4% (national, 53.1%)
- the A\*-E grade rate is 99.4% (national, 97.9%)

## College Ethos

At Hills Road we are strongly committed to providing our students with a broad sixth form education characterised by academic excellence, high quality learning experiences and extensive enrichment opportunities. Students are encouraged to achieve the highest standards not only in the classroom but also in a range of extra-curricular activities which help them to develop new skills, think independently and exercise their responsibilities as global citizens. We seek to promote a caring and supportive atmosphere with a strong sense of community in which all students are valued equally as individuals and treated as young adults.

From teaching and tutorial departments to administrative and support functions, Hills Road staff are deployed within specialist teams where their expertise, knowledge and skills may be used to best effect: each student has a specialist tutor with whom s/he meets regularly; subject departments offer lunchtime workshops where students can receive one-to-one support with homework queries or extension work; help with all aspects of learning, from essay writing to time management, is available from the specialist team in the Study Skills Department; and the Careers Department advises students on the world outside and beyond Hills Road, from work experience to UCAS applications. The Student Services Team respond to all manner of student need and ensures a qualified

staff member is available throughout the College day to respond to student concerns in respect of wellbeing and mental health.

Specialisation brings considerable benefits to staff as well as to students: not only does it have a significant impact on the quality of teaching, support and guidance, but it also helps to enrich working relationships and to promote a culture of learning and continuous improvement. Teams are encouraged to work in creative and collaborative ways and to reflect on their own and each other's performance.

## **College Facilities**

Throughout our history the buildings have been extended and refurbished to meet changing needs. All lessons take place in high quality, purpose-built accommodation. In addition to excellent classrooms which are fully equipped with digital media resources, the College enjoys first class facilities including: extensive open-access IT facilities, a Library and Resources Centre, The Robinson Theatre, a modern well-equipped Music Department with recital room and practice rooms, an Art and Design Centre and specialist laboratories for science and language learning. Indoor and outdoor sports facilities are excellent, with the Sports and Tennis Centre located on the main site and a well-maintained ten-acre sports ground, including a modern pavilion, situated within a short walk from the College. The most recent addition to our facilities is The Linda Sinclair Building, a fabulous three-storey building at the edge of our site which provides outstanding accommodation for the Mathematics, Performing Arts and Sport departments.

We recently opened a new Student Services area at the heart of the College site. This houses the Supported Independent Learning Service, the Careers department, a new library-style student study space and a reception area staffed by members of the Student Services Team.

## **College Finances**

Since incorporation the College has managed its finances effectively and has continually met the financial criteria under the different funding bodies. The College's financial returns have been consistently assessed as 'outstanding' over many years with the years ending July 2016 and July 2017 scoring 'good' as a result of cash being invested in the most recent stage of the College's Property Strategy which was completed in May 2016. Going forward the financial plan returns to 'outstanding' in 2018-19. Full management accounts are produced each month in order to monitor and manage the finances and to report to senior management and the Corporation in a timely manner. Sound financial management has allowed the College to maximise the potential for investment in human and physical resources and, in particular, to fulfil the phases of its long-term property strategy.

## A Stimulating Environment

We hope this has helped to convey some of the qualities which make Hills Road Sixth Form College a stimulating and rewarding place in which to work and learn. If your application is successful you will experience a College which enjoys a happy and purposeful atmosphere and a unique blend of opportunity, quality and achievement.





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We are seeking to appoint to the following post with effect from 19 February 2018 or as soon as possible thereafter:

#### Afternoon Receptionist

Full time equivalent of £17,700 per annum (pro rata £9,625)  
23.25 hours per week, mainly during term time plus 8 full days and 8 half days during the holidays. Some early evening hours will also be required during busy periods towards the start of each term.

You will be an excellent communicator with a warm and approachable disposition and enjoy working with a wide variety of people, in particular young adults. Ideally you will have relevant experience of working in a busy reception area or other customer service environment.

Full details of this exciting opportunity and an application form for the above post may be obtained from our website.

The closing date for applications is noon on Monday 19 February 2018.

Interviews will be held on Monday 26 February.

The College is committed to safeguarding and promoting the welfare of its students and staff and expects all members of the College community, volunteers and visitors to share this commitment. The College actively promotes equality and diversity and welcomes applications from all sections of the community.



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## RECEPTION

The College Receptionists are at the hub of this highly regarded and very successful sixth form college. Located in a purpose built area in the attractive 1904 building which fronts onto Hills Road, a small team, led by the PA to the Assistant Principals, staff the College Reception Monday to Thursday 8.00am to 5.30pm and on Fridays 8.00am to 5.00pm. Some holiday and evening cover is also provided. The team supports the College community of over 2300 daytime sixth form students, adult education evening students and around 350 staff, as well as welcoming numerous visitors to the College.

### The Post

The role is part-time, mainly during term-time, with some additional cover required for holidays and evenings during busy periods. A degree of flexibility is needed as there will also be a requirement to cover for colleagues from time to time.

**The term-time hours are 23.25 per week to be worked over the five afternoons: Mon-Thurs 12.45pm-5.30pm and 12.45pm-5.00pm on Fridays.**

Below are the holiday and evening requirements during a typical academic year. The successful applicant will be required to work 8 full days and 8 half days during College holidays. These dates will be agreed, in consultation with other team members, towards the end of each academic year. In addition, 9 evenings of cover will be required as shown below.

### Holiday cover (to be shared between the two receptionists):

Autumn Half Term	5 half days	8.30am – noon
Spring Half Term	5 half days	8.30am – noon
Summer Half Term	5 half days	8.30am – noon
A Level Results Day August (Contractual)	1 day	8.30am – 4.00pm
GCSE Results Day August (Contractual)	1 day	8.30am – 4.00pm
Wednesday and Friday of A Level Results Week	2 days	8.30am – 4.00pm
Monday, Tuesday, Wednesday & Friday GCSE Results Week	4 days	8.30am – 4.00pm

### Evening cover (to be shared between the two receptionists):

Autumn Term	3 evenings	5.30 – 7.00pm
Open Evenings (November) requirement)	2 evenings	5.30 – 8.30pm (contractual)
Spring Term	2 evenings	5.30 – 7.00pm
Summer Term	2 evenings	5.30 – 7.00pm

There may also be a requirement to cover part of the Christmas holidays and the start of the Summer holidays depending on term dates but this would be shared with other colleagues.

The successful applicant will ideally have relevant experience of working in a busy reception area. They will be an excellent communicator with a warm and approachable disposition and enjoy working with a wide variety of people, in particular young adults. Further details can be found in the Job Description and Person Specification.

**Applications**

The closing date for applications is noon Friday 9 February. Shortlisted candidates will be advised accordingly and invited for interview. Interviews will be held on Friday 16 February.

If you have any questions about the post, please do not hesitate to contact me and I will be happy to answer your query.

I should like to thank you for your interest in this post and hope that you will consider an application.

Jill Aberdour  
Assistant Principal (Resources)  
January 2018



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**Job Description for:** Receptionist

**Purpose:** To provide a professional and caring point of first contact for all visitors, staff and students whether in person, over the telephone or by e-mail

**Hours of work:** As appropriate to shift

**Reports to:** PA to Assistant Principals

**Main Duties:**

- Respond to all queries either in person, e-mail or on the telephone in a positive and helpful manner and take the necessary action, thereby maintaining a professional reception area for students, staff and visitors
- Receive visitors to the College and issue visitors' badges
- Clear messages from the telephone mailbox system and relay as appropriate
- Clear email messages from the 'Enquiries' email inbox, forwarding to the appropriate person/department as necessary
- Operate the College switchboard, transferring messages to individual voicemail boxes throughout the day
- Frank mail accurately, boxing outgoing mail and keeping a small float of stamps for use as necessary
- Prepare and print out the evening room bookings report, for display in reception, on a daily basis
- Act as a central referral point during fire evacuation, checking that fire wardens have reported in and alerting the Estates Manager of any problems
- Act as central point for matters of caretaking and communicate with caretakers, catering and IT over the radio
- Act as a central point for first aid requests, summoning the nearest first aider to the casualty as necessary and informing the PA to the Assistant Principals when a first aider has been called

- Monitor access to the rear car park and respond to requests to access the car park by operating the barrier for authorised users
- Monitor access to the lift and respond to requests to access the lift by opening the lift doors for authorised users
- Act as a central point within the College for the issue and collection of items from students and staff as necessary
- Send out prospectus and Principal's letter for prospective Hills Road students as required
- Order of taxis and couriers keeping an accurate record of such transactions
- Issue of temporary staff badges, prayer room key and student council office key
- Update the College calendar on a termly basis sending reminders to all staff as necessary
- Update the College telephone directory periodically, but at least annually, liaising with other receptionists as necessary
- Liaise with the receptionists who work on other shifts to ensure the efficient execution of all duties and responsibilities
- General administrative support in particular for Economics & Business Studies, Adult Education, Admissions, Examinations, the Principal's PA and other departments as necessary
- Assist with other duties as appropriate
- To promote equality of opportunity in accordance with the College's Equality and Diversity Statement
- To comply with all College policies and procedures.  
This includes those where each member of staff has an individual duty to act and for which the College can be held vicariously responsible for the actions of its employees:
  - equality and diversity
  - safeguarding the welfare of children
  - health and safety



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## Receptionist

### Person Specification

	Essential	Desirable	Evidence
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>General Education including English and Mathematics GCSE at Grade C or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Level 3 qualifications or equivalent working experience</li> <li>Customer Care qualifications</li> </ul>	Application form  Letter of application
<b>Experience</b>	<ul style="list-style-type: none"> <li>Relevant employment experience in a customer care environment</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working a switchboard and on a reception</li> <li>Experience of working in an educational environment</li> </ul>	References  Interview

In addition, the successful candidate will demonstrate, or have potential to develop, strengths in the following areas:

<b>Skills and Ability</b>	<ul style="list-style-type: none"> <li>Confident user of IT, including Microsoft Office applications (especially Word and Excel), Outlook and the internet</li> <li>Ability to work independently, manage own workload, prioritise and to use initiative</li> <li>Ability to work effectively under pressure</li> <li>Ability to respond flexibly and positively to changing contexts</li> <li>Ability to exercise patience, tolerance and sensitivity</li> <li>Ability to use tact and diplomacy in all communications and to deal with confidential matters with utmost discretion</li> <li>Ability to empathise with the College's philosophy and ethos</li> <li>Ability to communicate effectively with other team members to ensure the smooth running of Reception</li> </ul>	Letter of application/ References/ Interview
<b>Organisation</b>	<ul style="list-style-type: none"> <li>Well organised, able to manage own time effectively and to develop contingencies to cope with the unforeseen</li> </ul>	
<b>Disposition and approach</b>	<ul style="list-style-type: none"> <li>Excellent inter-personal skills demonstrating a professional and assured disposition and with the ability to interact successfully with a wide range of people</li> <li>A mature and non-judgemental outlook</li> <li>Enthusiasm, self-motivation and a pro-active approach</li> <li>High degree of personal responsibility</li> <li>Sensitive to the public image of the College</li> <li>A flexible approach towards working arrangements</li> <li>Commitment to collaborative teamwork</li> </ul>	
<b>Focus on quality</b>	<ul style="list-style-type: none"> <li>Commitment to high standards of work and accuracy, with strong attention to detail.</li> <li>Commitment to the aim of the College to achieve Quality and Value for Money in all aspects of its work</li> <li>Commitment to continuous improvement and willingness to attend appropriate training and development events</li> </ul>	



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## **How to Apply for the Post of Receptionist (pm)**

Applicants are asked to do the following:

- complete the Hills Road Sixth Form College application form
- complete the equality and diversity monitoring form
- write a supporting letter of application
- supply a brief CV

The completed application form should be submitted via the TES Portal site. All documents should be submitted by noon on Monday 19<sup>th</sup> February. Please note that applications received after the closing date may not be eligible for consideration.

Interviews will be held on Monday 26<sup>th</sup> February.

Hills Road Sixth Form College will base its decision as to whether to invite you for interview solely on the details provided on your application and how well they match the criteria for this post.

Hills Road Sixth Form College is committed to ensuring equal opportunities in all aspects of employment and selects staff on merit, irrespective of race, religion, sex, disability or age. You are not obliged to complete the equal opportunities monitoring form, but any information given will help us to monitor the effectiveness of our equality and diversity policy.

If you have a disability you are invited to request any special arrangements you may require for interview, or any adjustments you may anticipate would be needed in your working arrangements, by contacting the Human Resources Team on 01223 278063 (direct line). Further information about accessibility to the site can be found on our website under 'Further information/accessibility map' and also from 'DisabledGo': [www.disabledgo.info](http://www.disabledgo.info).

Thank you for your interest in this post and in the College. We do hope that you will decide to apply, and we should like to thank you in advance for taking the time and trouble to do so. For more information about working life at the College please either go to our website <http://www.hillsroad.ac.uk> or see more information on the TES Portal.

Human Resources