

gateways

because there's more
than one way to be educated



Recruitment pack Senior Administrator/ Receptionist



...a place of healing where every student is respected, recognised and accepted, so they have an equal opportunity to become who they deserve to be.

About Gateways

Gateways is an alternative education provider that exists to support the countless young people today, between the ages of 14-25, who are or have struggled to remain in mainstream education due to social, emotional, mental health challenges.

We believe that every young person should have the same opportunity to progress and thrive, regardless of the challenges they face. Gateways delivers a broad curriculum, academic and vocational, that caters for the interests, abilities and specific needs of each young person that attends. We aim to prepare them for a life beyond education.

1.7m

young people persistently missed school in 2024... an alarming

800,000

increase since pre-pandemic



What has been achieved over the last year

The Gateways programme launched in 2014 and is the only provider of its kind in the UK Jewish community, enhancing the lives of over 700 vulnerable, young people to date.

125 admission enquiries

were received last year from distressed parents, carers and refereeing organisations.



23 partnerships with referring organisations, schools, local authorities and other charities too.



76 students

all of whom had previously been persistently absent from school, have attended weekly lessons in our new purpose built home in Hendon.



636 therapy hours were delivered in, including art therapy, set in purposefully designed rooms



12 subjects

on offer, including Maths, English, Science, Life Skills, Hair and Beauty, Cooking, Gym Instruction, Art and IT.



91% average attendance rate compared to a prior mainstream schools average of 34%

15 students graduated from Gateways in July 2024, starting careers, apprenticeships and moving onto further education.



100% pass-rate seen in August 2024 for all vocational qualifications taken



91% pass-rate seen in August 2024 for GCSEs and Functional Skill Certificates



A message from Laurence Field

Founder & CEO

When I founded Gateways in 2014, I never anticipated the profound impact it would have on so many lives. Over the years, I have been continually inspired by the resilience and determination of our students as they overcome challenges to receive the education they truly deserve.

It is this powerful impact that drives me to expand Gateways further. I am more committed than ever to ensuring that we can reach and support anyone in need, helping them lead fulfilling and productive lives. With the increasing demand for our services, we are keen to continue to grow and develop our service to help even more young people.

For Gateways to continue to thrive and flourish, we need the support of a dedicated and passionate team. That's why we are seeking someone special for the role of Senior Administrator/Receptionist. Your contribution will be pivotal in shaping the future of Gateways.

Thank you for considering making an application for the role of Senior Administrator/Receptionist.

Laurence

Laurence
CEO, Gateways





Senior Administrator/ Receptionist

Job description

JOB TITLE:	Senior Administrator/Receptionist
SALARY:	£35,000 FTE
DAYS:	8:45am - 5:15pm Mondays to Thursdays
ANNUAL LEAVE:	28 days leave (to be taken outside of term time)
LOCATION:	Hendon, NW4
REPORTING TO:	Headteacher

About Gateways

Gateways is an alternative education provider, a registered charity, located in the London Borough of Barnet, dedicated to supporting young people aged 14-25 who struggle to remain in mainstream education due to Social, Emotional and Mental Health (SEMH) needs. Our students often face challenges such as anxiety, depression, eating disorders, trauma, and serious medical issues. As demand for our services continues to grow, we seek to expand our provision to better serve the Jewish community and beyond.

What your role will be

We are seeking a highly capable, personable and dynamic individual to join our team as a Senior Administrator. In this crucial role, you will provide essential administrative support to ensure the smooth running of Gateways.

As a Senior Administrator, you will encounter many tasks, making each week unique and exciting. Your responsibilities will include handling various administrative duties, managing logistics and overseeing our management information system. Your role will be pivotal in maintaining the efficiency of our organisation, allowing us to continue making a positive impact on the lives of vulnerable young people who rely on our services. The fast-paced and diverse nature of this position calls for a candidate with meticulous attention to detail, patience and a friendly demeanour as you will be the front face of Gateways when students arrive onsite and meeting and greeting staff, parents and visitors.

If you are a proactive and organised individual with excellent communication and multitasking skills, we invite you to apply for this rewarding role.

Your dedication and commitment will play a vital role in the continued success of Gateways.

Main duties

- Oversee the reception of Gateways, including welcoming all visitors at the front desk, directing them in a warm, friendly and welcoming manner.
- Ensuring that the entrance way is safe and that any un-booked visitors are challenged.
- Answer, screen and forward calls.
- Receive and distribute post.
- Manage the info@gateways.org.uk inbox, respond accordingly in a timely fashion or distribute emails to the relevant people.
- Provide key administrative support to the Gateways team and in particular, the Head Teacher.
- Assisting with the planning and coordinating of events, meetings and training days.
- Create and send out new student induction documentation e.g. welcome packs, students' profiles and teacher/ student timetable
- Support the SLT with the preparation of reports, presentations and documents.
- Monitoring and ordering office stationery and other stock.
- Input student data into the student management information system (HUBMIS), including recording student attendance and noting reasons for absences.
- Making any initial follow-up calls to students/parents following an absence, under the direction of the Headteacher.
- Support freelance staff with administrative support relating to students and lessons.
- When needed, liaise with referring organisations.
- Work with the head of teaching and learning to compile and amend student timetables as needed, send to parents and students, keeping them informed of any change.
- Provide administrative support to the exams officer for each exam season.
- Prepare and distribute termly contracts for all Gateways freelance teachers.
- Attend and take minutes of meetings, including Gateways board meetings, as required.

Other Responsibilities

- Attend all relevant Gateways staff meetings, supervisions, training days etc.
- Act as an ambassador/point of contact for Gateways
- Undertake other reasonable duties as required by your line manager or member of the Senior Leadership Team

The successful candidate will

- Have a minimum 2 years' experience working in either an office-based administrative support, PA, or office manager role.
- Be highly organised, flexible, confident, skilled, and self-motivated.
- Understand and follow Gateways' safeguarding policies and procedures to ensure all students are kept safe and secure whilst attending the centre.
- Have excellent time and workload management skills.
- Excellent IT skills and familiarity with Microsoft 365 and Teams.
- Have an understanding of the need for confidentiality and sensitivity.

- Have an understanding of excellence in customer service!
- Have a solution-focused disposition and be a proactive problem solver.
- Have experience in a PA role.
- Have strong communication skills.
- Have excellent keyboard skills with a working knowledge of in-house databases and MS Office.
- Have a strong work ethic and a commitment to maintaining standards.
- Have excellent attention to detail.
- Have the ability to work well with and empathise with others.
- An exceptional organiser.
- Able to work in a team or on your own initiative.
- Be a team player, and willing to 'muck in'.
- Have experience working in an educational establishment (desirable).
- Have experience working with young people (desirable).
- Have prior involvement in and knowledge of the Jewish community (desirable).

This job description is not exhaustive and is intended to provide a general overview of the responsibilities associated with the role. The post holder may be required to undertake additional duties and responsibilities that are consistent with the position and its overall purpose, as determined by the organisation.

How to apply

If you're interested in joining Gateways as our **Senior Administrator/Receptionist**, you can apply by completing a Gateways application form.

Download the Gateways Application Form - once you have completed the form, please return it to: sasha@gateways.org.uk

Deadline for applications: Wednesday 21st May 2025.

Interviews will take place W/C 26th May 2025.

All Candidates invited to interview will be required to bring the following documentation:

- An original identification document (e.g. passport or driving license)
- If applicable, proof of eligibility to work/reside in the UK

Gateways is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Gateways Edgeworth Close London NW4 4HJ

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CEO & Founder: Laurence Field **Head Teacher:** Sasha Sharpe

Trustees: Ruth Green (Chair), Julia Alberga, Nicki Cohen, Dr. Andrew Hope, Mark Hurst, Sam Sanders, Aviva Steinberg

Honorary President: Prof. David S Latchman CBE