

# AM Receptionist and Administrator

## Job specification pack



# Welcome to Big Creative Academy

Big Creative Academy (BCA) is a specialist creative arts college for 16-19 year olds based in Walthamstow, E17.

Our intent is to provide young creatives from diverse backgrounds with the entrepreneurial skills and academic knowledge to have a powerful impact in the creative industries.

Through access to higher education and the development of cultural capital we will provide students with the attitude and resilience to succeed.



As an organisation we provide a supportive, developmental environment with a creative and innovative approach to education. Choosing to work for BCA will enable you to be part of a successful organisation that offer a good work-life balance to all employees, which includes a flexible working approach, a friendly, positive and purposeful working environment, and plenty of opportunities for social interaction between colleagues

We are a values-led organisation, award-winning in equality, diversity, and inclusion and a best practice college for LGBTQ+. We work with integrity and passion, and are fiercely committed to creating a truly meaningful work environment, where individuals are empowered with the

tools, technology, and training to unleash their full potential.

This is an exciting time to join BCA. We moved into our £21m new building in January 2021 with all new industry-standard studios and equipment. We are expanding to launch the new Fashion Futures Studio in September 2023.



We have 440 young people per year enrolled onto our Level 3 vocational programmes, and learners take qualifications in maths and English if needed. We have a job centre on site for learners and a sister organisation, Big Creative Training, offering apprenticeships. Progression outcomes for students are filling local skills needs for a growing creative arts sector.

The majority of our staff are dual practitioners, teaching their professional craft. This makes BCA an innovative environment in which to work. Together with our industry ambassadors and patron, Emeli Sande, all of our programmes are industry led and forward thinking.

### **Benefits of working for BCA**

- Flexible Fridays, half day, to provide work-life balance

- Employee assistance programme
- Research-based professional development
- Supportive, caring and developmental environment with full staff wellbeing programme
- Excellent career development opportunities and performance recognition
- Staff social events
- Gym facilities for staff use
- Cycle to work scheme



### **Sacha Corcoran, MBE (Principal)**

I'm really proud of the team at Big Creative Academy all working together to provide the best education possible for our learners. Our values are incredibly important to us and we look forward to welcoming you into the Big Creative family.

**– Kindness – Respect – Inclusivity – Authenticity – Inclusivity –**

# What our learners and graduates say...

96% of learners at BCA say their overall experience is good. Here's what they had to say...

*"The teachers always find time to help."*

*"I love the small class sizes, and the fun environment created."*

*"I get to do something I love with other people who have the same interests as me."*



*Not only did the college give us the tools and knowledge to succeed, they prepared us for life as creatives of the future.*

Georgia



*If it wasn't for BCA there's no way I would have become the person I am today. Thanks for helping me find myself!"*

Amani

# Job Description & Person Specification

## • Post Title: Receptionist and Administrator

- Salary: £25,500 FTE (£15,300 pro-rata)
  - Part time 0.6 – 21 hours per week: 8am – 1pm Monday to Thursday and 8am - 12pm on Friday
  - Start Date: As soon as possible
  - Reporting to: Deputy Director
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- Location: Big Creative Academy, Clifton Avenue, E17 6HL
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- Purpose of the role: To manage the Academy reception, welcoming visitors and dealing with enquiries, and to provide support to the Building's team in managing facilities, health and safety and suppliers and support the wider senior leadership team.  
We are looking for candidates with receptionist experience in the first instance and will provide training for the facilities aspect of the role

## Job Description

**Principal Accountabilities:** To manage the Academy reception, welcoming visitors and dealing with enquiries, and to provide support to the Buildings Manager in managing facilities, health and safety and suppliers

## Key Tasks:

- To be responsible for reception duties, manning the telephone system, dealing with telephone calls and messages. Greeting visitors, taking deliveries and controlling entry to the school.
- To provide a professional, courteous and friendly 'meet and greet' service to all visitors, including students, parents, teacher and contractors.
- Maintain office security by following safety procedures and controlling access via the reception desk. Including safeguarding duties for all visitors to the site.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- To deal with the distribution of incoming post and dispatch of outgoing mail.
- To be responsible for the administration of any late attending or early leaving students
- To assist with student enquiries in reception.
- To provide administrative support for school functions and events eg. Parents evening, open evenings.
- Medical first aider
- To maintain a health and safety management system
- Providing administrative support to the Senior Leadership Team and Buildings team.
- Play a full part in the life of the school community, support the school's priorities and ethos and encourage staff and students to follow this example.
- Undertake personal professional development activities, as agreed

# continued...

## Special Conditions of Service

- The Academy will undertake an enhanced disclosure and Baring Service (DBS) check on successful candidates.
  - Because of the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended. Candidates are required to give details of any convictions on their application form and are expected to disclose such information at the appointment interview.
  - Because this post allows substantial access to student, candidates are required to comply with departmental procedures in relation to Police checks. If candidates are successful in their application prior to taking up post, they will be required to give written permission to the Department to ascertain details from the Metropolitan Police regarding any convictions against them and, as appropriate the nature of such convictions.
  - All shortlisted candidates will be subject to online checks
  - All new employee at Big creative Academy, will receive a 3 to 6 months' probation period.
  - Equal Opportunities
  - The post holder will be expected to carry out all duties in the context of and in compliance with the Academy's Equal Opportunities Policies.
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# Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications/ Competencies	GCSE Maths and English at Grade C / 4 or above or equivalent	Administration qualifications
Relevant Experience	Experience of managing a busy reception  Experience of administrative work  Experience of working successfully within a team  Experience working with young people  Passion for working with young people and a desire to support and develop their wellbeing	Proficient in the use of online systems and social media
Knowledge	Knowledge of office-based systems, i.e. Microsoft office, web based applications.  Problem solving  Attention to detail in communication and planning.	Knowledge of graphic design software
Skills/Ability	Word processing and excel skills.  Ability to effectively organise own workload.  Ability to accurately input and check computer data.  Strong communication skills, both verbal and written  Ability to work through problems. ability to work some evenings  Good communicator  Ability to work well within a team	

## How to apply

You must be eligible to work in the UK and possess a UK work permit if you need one. For an informal conversation about the role please call reception on 0208 498 3300 and ask for the person whom the post reports to.

To apply you must complete the application form found at [www.bigcreative.education/bca-jobs](http://www.bigcreative.education/bca-jobs) by 1st of February.

## Safeguarding

BCA operates safer recruitment practice in accordance with Keeping Children Safe in Education regulations. Please expect the highest level of scrutiny and background checks. Appointments are subject to satisfactory references being obtained, and an enhanced disclosure and barring service (DBS) check. New members of staff cannot start their positions until these documents are in place.

## Warner Interviews

As a values led organisation we conduct Warner interviews as part of our recruitment process. These are designed to help us understand your own values and motivation for working with the specific cohort of young people we serve. We recommend that you research this interview technique should you be invited to attend an interview.





# What our staff say...



*I like the progressive nature of the college and how we are always looking to expand and offer a more rounded experience for the learners.*

**The best part of my role is being able to make a positive difference to the lives of many, supporting our young people in seeing their potential.**

*There is fantastic communication between members of staff and the management team.*

**I feel supported and encouraged in my role, inspired to continue working to deliver high quality and engaging material.**

*The staff get on well with each other and work together positively to benefit the organisation.*

**Lovely working environment with a supportive team and great students.**

*What we do, individually, and overall, makes a huge impact on the lives of these young people and empowers them.*

**I like the collaborative culture and genuine care for staff, with time and energy invested.**

*BCA is a small organisation with a big heart and a great mission to develop learners from disadvantaged communities.*

**I am trusted by my manager to use initiative and develop my area as I see fit. I feel trusted and valued in my ideas and opinions.**

*The environment at BCA is a huge stand out to me. The staff are diverse so it makes me feel very comfortable at work.*

**The absolutely fantastic team of staff that I work with – we all come from different walks of life yet share the same creative interests and goals in improving learner's experience and their lives in general.**

*The community feel to our college is second to none.*



To find out more about BCA and our approach to education please visit <http://www.bigcreative.education/>

Big Creative Academy was rated “good” by Ofsted at our last inspection.

[Read the full report >](#)

### Useful links

[BCE promo video >](#)

### Socials

[Insta @we.are.bce](#)

[Twitter: @we.are.bce](#)



BCA is an equal opportunities employer and positively welcomes applications from all sections of the community. We are committed to safeguarding all learners enrolled on our programmes and appointment of successful applicants will be subject to satisfactory references being obtained, and an enhanced disclosure and barring service (DBS) check.

[bigcreative.education](http://bigcreative.education)

