



Receptionist
INFORMATION PACK FOR CANDIDATES

Dear Applicant

Thank you for your enquiry regarding the position of **Receptionist** at Oasis Academy John Williams.

I hope you find the information pack helpful. If you feel that that this is a post for which you would like to apply, please complete the Application Form – (CVs are not accepted) and return it to Claire Warren, HR Lead, by either of the following ways:

Email: hr@oasisjohnwilliams.org

Post: Oasis Academy John Williams
Petherton Road
Hengrove
Bristol
BS14 9BU

The closing deadline for applications is no later than **9.00am on Friday 30 August 2019**.

Please ensure you provide the name, address and status of two referees, one of whom should be your current direct Manager. Candidates should be aware we will seek references on shortlisted candidates for Academy based positions and may approach previous employers for information to verify particular experience or qualifications before interview.

Interviews will be held during September. If you have not been invited to attend by **Friday 20 September 2019**, you should assume that your application has not been successful. Unfortunately, we will not be able to provide feedback on your application at this stage.

If you would like to know more about us before you apply please see our website www.oasisacademyjohnwilliams.org, or if you are not clear about any aspect of the application procedure, do not hesitate to contact us for clarification.

I wish you well and thank you once again for your interest in what we think will be a challenging and rewarding post.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Claire Warren', is positioned above the printed name.

Claire Warren
HR Lead

Explanatory Notes

Applications will only be accepted from candidates completing the enclosed Application Form. Please complete ALL Sections of the Application Form which are relevant to you as clearly and fully as possible. CVs will not be accepted in place of a completed Application Form.

Safeguarding Children & Young People

We are committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks

1. Candidates should be aware that all posts in Oasis Community Learning involve some degree of responsibility for safeguarding children and young people, although the extent of that responsibility will vary depending on the nature of the post. Please see the job description enclosed in this Application Pack for further details.
2. Accordingly this post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as “spent” must be declared.
3. If you are currently working with children, on either a paid or voluntary basis, your current employer will be asked about disciplinary offences, including those related to children or young people (whether the disciplinary sanction is current or time-expired), and whether you have been the subject of any child protection allegations or concerns and if so the outcome of any investigation or disciplinary proceedings. If you are not currently working with children, but have done in the past, that previous employer will be asked about these issues.
4. Where neither your current or previous employment has involved working with children, your current employer will be asked about your suitability to work with children, although it may where appropriate be answered not applicable if your duties have not brought you into contact with children or young people.

Interview Process

After the closing date, short listing will be conducted by a Panel, who will match your skills/ experience against the criteria in the Person Specification. You will be selected for interview entirely on the contents of your application form, so please read the Job Description and Person Specification carefully before you complete your form.

All candidates invited to interview must bring the following documents:

- Documentary evidence of right to work in the UK
- Documentary evidence of identity that will satisfy DBS requirements such as a current driving licence including a photograph and/or a passport and/or a full birth certificate
- Documentary proof of current name and address (i.e. utility bill, financial statement etc.)
- Where appropriate any documentation evidencing a change of name
- Documents confirming any educational or professional qualifications that are necessary or relevant for the post.

Please note that originals of the above are necessary. Photocopies or certified copies are not sufficient.

We will seek references on shortlisted candidates for Academy based positions and may approach previous employers for information to verify particular experience or qualifications before interview. Any relevant issues arising from references will be taken up at interview.

For Academy based positions, in addition to candidates' ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline

Conditional Offer: Pre-Employment Checks

Any offer to a successful candidate will be conditional upon: -

- Verification of right to work in the UK
- Receipt of at least two satisfactory references (if these have not already been received)
- Verification of identity and qualifications
- Vetting and Barring Check
- Satisfactory DBS Disclosure
- Verification of professional status such as QTS Status, NPQH (where required)
- Satisfactory completion of a Health Assessment
- Satisfactory completion of the probationary period
- Where the successful candidate has worked or been resident overseas in the previous five years, such checks and confirmations as may be required in accordance with statutory guidance

For teaching posts

- Verification of successful completion of statutory induction period (applies to those who obtained QTS after 7 May 1999)
- Verification of medical fitness in accordance with DfES Circular 4/99 Physical and Mental Fitness to Teach of Teachers and Entrants to Initial Teacher Training

You should be aware that provision of false information is an offence and could result in your application being rejected or summary dismissal if you have been selected, as well as possible referral to the police and/or other relevant investigating bodies.

Academy Receptionist

Job Description

Post:	Academy Receptionist	Salary:	Starting Salary SCP 2 £17,711 Actual Salary £15805 for 37 hours per week
Location:	Oasis Academy John Williams	Working Pattern:	We are happy to consider the following, full time, part time or job share.
Disclosure Level:	Enhanced		Please indicate on the application form your preference Actual Salary for 37 hours per week term time only plus 2 weeks £15,805, the salary will be pro-rata for other part time options

Job Purpose:

To provide reception duties and to support the wider academy staff

Responsible to:

- **Executive Assistant/HR Operations Manager**

Specific Responsibilities:

- Act as the first point of contact for visitors, pupils and parents. It is expected that everyone will be dealt with in a courteous, professional, calm and friendly way.
- Provide an excellent customer service to parents, pupils, colleagues and visitors e
- As part of the team, undertake reception and telephone duties. Identifying the caller's or visitor's requirements for internal and external queries and to undertake face to face enquires. Signing in visitors to the academy adhering to the academy's safeguarding policy.
- Handle queries from students and clients in a professional and friendly manner to ensure that the facility is promoted in the best possible light
- Carry out the collection of fees, registration procedures for students, administration, uniform distribution and the production of other documentation as required
- Ensure any messages or communications from the public are passed to Academy staff efficiently and quickly
- Ensure that the reception area and meeting rooms are kept clean and tidy and that refreshments are kept topped up
- Cash handling, reconciliation and provision of summary records on transactions; where applicable, maintaining and reconciling petty cash.
- Following standard procedures for security of confidential data and information.

- To undertake a comprehensive range of administration and clerical tasks, ensuring work is prioritised and deadlines are met.

General Accountabilities

- So far as reasonably practicable, the postholder must promote safe working practices by employees and visitors in premises/work areas in which the postholder is located, to maintain a safe working environment for employees and service users. These practices are defined in the Academy's Health, Safety and Welfare policy, Departmental policies and codes of practice.
- Work in compliance with the Codes of Conduct, Regulations and Policies of Oasis Community Learning and Oasis Academy John Williams, and their commitment to equal opportunities.
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards.

Safeguarding Children

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The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Appropriate academic qualifications to at least GCSE standard or ability to demonstrate literacy and numerical competency through proven experience 	<ul style="list-style-type: none"> • Post 16 educational qualifications • Experience of using Brom Com • First Aid Trained

Experience, Skills & Knowledge	<ul style="list-style-type: none"> • Self-motivated and committed to self-development • Successful experience of working in an office environment or similar • Experience of working on reception or in a customer facing role • Experience of working effectively within a team • Proficient in the use of Microsoft packages Word/Excel • Good ICT skills and a high level of attention to detail • Good written and oral communication skills • Excellent telephone manner • Calm and adaptable with an ability to work within a flexible and busy environment • Good organisational, prioritisation and time management skills • Ability to work in an environment which requires a high level of confidentiality 	<ul style="list-style-type: none"> • Experience of working within a school environment • Evidence of independent work • Experience of effectively working with the public students/community environment/customer focused environment • Proficient in the use of e-mail and the internet
Personal Qualities	<ul style="list-style-type: none"> • Excellent interpersonal skills • Energy, enthusiasm and flexibility • Calm and adaptable with an ability to work within a flexible and busy environment • High level of discretion and confidentiality • Commitment to safeguarding and promoting the welfare of children and young people • Willingness to undergo appropriate checks, including enhanced DBS checks • Motivation to work with children and young people • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline • Have a willingness to demonstrate commitment to the values and behaviours, which flow from the Oasis Community Learning ethos. 	