

**Information Pack**

**Receptionist**

**Oasis Academy Silvertown**



July 2018

Dear Applicant,

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

Oasis Academy Silvertown is a successful secondary academy in the Royal Docks area of East London. Oasis Silvertown received its first Ofsted Inspection in May 2017 and were delighted to be awarded "good" with **3 "outstanding" judgements for Leadership and Management, Personal Development, Behaviour, Welfare and Student Outcomes.**

We have an ambitious mission statement for all our students: Ready for University. Ready to Lead. Our mission is underpinned by our core values, which staff and students hold: Be proud, be professional, be nice, be independent, and be resilient. We are seeking an exceptional leader with untiring dedication, positivity and initiative to assist in the further development and growth of our Academy.

This is an exciting opportunity to become part of a high performing team who are passionately committed to securing the best possible life chances for the young people of Silvertown. This role will require huge amounts of resilience, perseverance for the long haul and a constant drive for innovative excellence. However, this is also a role that will be incredibly rewarding and will offer exciting progression for the future.

If you would like to apply, please complete the Application Form (CVs are not accepted). Please ensure you provide the name, address and status of two referees, one of whom should be your current Line Manager. Candidates should be aware we will seek references on shortlisted candidates and may approach previous employers for information to verify particular experience or qualifications before interview.

If you would like to know more about OAS, please see our website <http://www.oasisacademysilvertown.org> and [twitter](#) page.

If you are not clear about any aspect of the application procedure, do not hesitate to contact us for clarification.

Please be aware that the deadline for this role is **9.00 am on Monday 16<sup>th</sup> July 2018.**

Interviews for this role will take place during the week commencing Monday 16<sup>th</sup> July 2018.



Completed forms should be returned to Sandy Aurokium, Operations Manager.

Email: [recruitment@oasissilvertown.org](mailto:recruitment@oasissilvertown.org)

Post: Sandy Aurokium  
Oasis Academy Silvertown  
Rymill Street  
London E16 2TX

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 "Alexander Lewis", with a long horizontal flourish extending to the right.

**Alexander Lewis**  
**Acting Principal**



## Job Description

<b>POST:</b>	Receptionist
<b>RESPONSIBLE TO:</b>	The Principal, under the day-to-day management and leadership of the Operations Manager
<b>GRADE:</b>	SCP 10-14 (£19,881 - £20,007) per annum pro-rata
<b>KEY RELATIONSHIPS:</b>	Academy Leadership Team; relevant teaching and support staff; Oasis Community Learning staff; LA representatives; partner professionals; parents; local community; other Oasis Academies.
<b>LOCATION:</b>	Oasis Academy Silvertown
<b>WORKING PATTERN:</b>	39 Weeks a Year, 37 Hours a Week
<b>JOB PURPOSE:</b>	Providing a welcoming and efficient reception service

### RESPONSIBILITIES:

- To be the first point of contact for visitors to the Academy providing a welcoming, efficient reception service
- To provide reception services to students
- To be able to work in a fast paced reception area multi-tasking between reception duties

### *Duties*

#### 1. Key Tasks

- Be the initial point of contact for all enquiries by telephone and in person, advising staff, parents, pupils and visitors on appropriate source of information
- To be able to deal with challenging visitors, parents and students appropriately whilst maintaining a calm persona
- Ensure all visitors are issued with badges in order to comply with the Academy's security procedures
- Ensure that visitors are met by the appropriate member of staff and escorted within the Academy unless their DBS status is known and it has been agreed that they visit the Academy without direct supervision.
- Be the main contact point for staff with regards to Academy events of any one day
- Maintain a tidy and orderly reception area
- Word processing and data input as directed
- Assist with duplicating, collating and distribution of information to parents/carers, staff, students and others.
- To ensure confidentiality at all times when dealing with issues re Staff, Students or Parents.
- Undertake general clerical duties when directed including photocopying and filing
- Franking outgoing post and sorting incoming mail



- Provide refreshments to visitors when required
- Make telephone calls to parents and carers as required
- Send text message and/or emails to parents and carers as required
- Supervise students as required
- Any other reasonable duties as directed by Line Manager

## **2. General**

- Promote an environment that safeguards and protects children and when necessary take responsibility for ensuring the appropriate child protection procedures are followed;
- Ensure own professional competence remains sufficient to provide effective support by seeking support for your practice and development.
- Attend training including the Academy's Training Days.
- Participate in the Academy's Performance Management process.

The person undertaking this role is expected to work within the policies, ethos and aims of the Academy and to carry out such other duties as may reasonably be assigned by the Principal. The post holder will be expected to have an agreed flexible working pattern to ensure that all relevant functions, including extra-curricular activities, are fulfilled through direct dialogue with employees, contractors and community members.

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 entailed.

The post holder will be subject to performance objectives agreed annually with the relevant body and these objectives will be reviewed annually.

## Person Specification

### Our Purpose

Oasis Academies exist to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

### Oasis Community Learning Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the Oasis Community Learning Purpose, Ethos and Values document which accompanies this job description.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>GCSE English and maths at A*-C or level 2 equivalent</li> </ul>	
Experience, Skills and knowledge	<ul style="list-style-type: none"> <li>Ability to work effectively with a range of people – students, parents/carers, staff, outside agencies</li> <li>Excellent communication skills and the ability to communicate effectively with a wide range of people</li> <li>Good ICT Skills including word processing</li> <li>Understanding of the practical application of Equal Opportunities in an Academy context</li> </ul>	<ul style="list-style-type: none"> <li>Relevant experience of working in school or academy office environment</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>Ability to work independently and as part of a team</li> <li>Ability to interpret and follow procedures</li> <li>Ability to maintain confidentiality</li> <li>Ability to reflect</li> </ul>	

<p>Personal Qualities</p>	<ul style="list-style-type: none"> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children</li> <li>• Emotional resilience in working in a range of challenging situations</li> <li>• Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos</li> </ul>	
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