



GREENSHAW
LEARNING TRUST



COMMITTED TO
EXCELLENCE

GREENSHAW HIGH SCHOOL



**Receptionist/Admin Assistant
Recruitment Pack**

**ALWAYS
LEARNING**

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A Warm Welcome from the Headteacher

Dear Candidate,

Thank you for having an interest in joining Greenshaw High School. This is an opportunity to join our great community and play your part in ensuring that our vision of increasing the life chances of our students can continue to be made real.

Greenshaw is a highly over-subscribed 11 to 18 mixed comprehensive secondary school situated in Sutton, South West London. We currently have around 1,930 students on roll, with staff providing teaching, pastoral care and other support across the school. We are fortunate to be a highly popular school with a trusted record locally of nurturing high levels of attainment in our students. We believe this comes from striving to always offer a first rate-teaching environment, full of challenge for students to achieve their very best, alongside a pastoral support programme to guide them. In addition, despite our significant size we hope that we continue to offer a 'community' – as the most recent Ofsted report notes, relationships between pupils and staff are caring and this is something I am very proud of.

These are very exciting times for our school. We have the prospect of a second Ofsted visit over the next year, following a very successful ungraded inspection in October 2023. We are also on the cusp of a significant building project that will see two thirds of the school rebuilt, totally upgrading the day to day experience for our pupils and staff. While we work tirelessly to maintain the fabric of the existing buildings, and the decor within them, I am very excited about our students being able to learn in brand new science labs, drama studios, and art facilities supported by a twenty first century learning resource centre.

The rebuild and the Ofsted revisit mean that the next few years will be exciting, and in the context of a fully staffed, oversubscribed school with Progress 8 scores in the top 10% of the country, as well as around 50 Sixth Form students each year progressing to Russell Group universities, they offer extraordinary opportunity. You would be joining a staff group, teaching and non-teaching, who are totally committed. Our Research School status means we have access to the most recent findings about educational effectiveness, alongside a rich training programme for all colleagues. Put simply, the better we get as a staff body, the better our students' experience and future chances become.

We are at the heart of the Greenshaw Learning Trust, a multi academy trust with extraordinary outcomes for our children across primary and secondary phases, spread over eight local authorities in southern England. This means we are also very well connected to subject leads, professional support and wider networks. As a group we are each dedicated to developing our own excellence, as well as committing to the successes of our other partner schools.

I would encourage you to visit the school's website www.greenshaw.co.uk to find out more about our school. I know that there is a relatively tight window for application but we always welcome visits prior to making an application. If you would like to arrange a visit, or talk over the phone or online, do please contact the school's HR team at hr@greenshaw.co.uk.

If our vision is one you share then please do read on. We are ambitious about diversity and inclusion and very much look forward to receiving applications from candidates whose personal qualities and values reflect those in the person specification. We encourage applications from all candidates who would like to play their part in our work.

I look forward to welcoming you in person at Greenshaw High School soon.



Yours sincerely,

A handwritten signature in black ink, appearing to read 'Nick House'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Nick House, Headteacher

Greenshaw Learning Trust – ‘Always Learning’

The GLT is a successful multi academy trust that provides high quality comprehensive, non-selective and inclusive education. The Trust is committed to meeting the needs of every student and our schools offer a broad curriculum and wide range of special needs provision in a welcoming and challenging environment.

We are extremely proud of our success, but we are not complacent. We believe that we can – as an academy trust, as schools and as individuals – always improve. We are all ‘Always Learning’.

Each school in the GLT is led by its own leadership team and a governing body, which have the support of the wider Trust to help them achieve their objectives for their school. Being part of the Trust provides our schools with an effective structure, collaboration, and support. Our culture of trust and openness fosters mutual support and continual improvement.

At GLT it is really important to us that our classrooms are disruption free and the schools are calm and orderly. Our shared behaviour policy assists to make this happen and enables our teachers to have the greatest impact on the educational outcomes of the children in their classes.

School-to-school collaboration is enabled by regular contact between school leaders. Our shared services professionals provide a wide range of effective, rapid and flexible support, advice and guidance to our schools, including curriculum support, school improvement, staff training and development, admissions, attendance, behaviour, safeguarding and SEND, pupil services, estates, finance, HR, IT, catering, clerking, procurement and governance.

From its establishment as a multi academy trust in 2014, the Trust has grown significantly and currently employs around 3,400 people and educates over 22,000 students. We have approval to open a new secondary special school in South London and we are planning to grow further over the coming months and years. Further information about our schools can be found [here](#).

The Greenshaw Learning Trust Mission Statement

We are ambitious for our schools and their students. We believe that there is no ceiling on what can be achieved by anyone, regardless of their circumstances or background.

We are committed to providing a supportive and inclusive learning environment, giving every young person the opportunity to fulfil their potential now, and in the future.

We seek to realise the power of individuals and organisations working together in collaboration whilst retaining their individuality, and we recognise that we can always improve.

Greenshaw Learning Trust Employee Benefits

The GLT recognises that our employees are our most important asset, and we are aware that the quality and commitment of our employees is critical to our success. We offer all our employees the following staff benefits:

- A supportive ethos and concern for the well-being of all colleagues
- Excellent CPD opportunities and career progression
- Employer Contributions to Local Government or Teachers Pension Scheme
- Cycle to Work scheme
- Gym membership scheme
- Employee Assistance Programme
- Eye Care Voucher scheme
- Childcare Voucher scheme
- Car Benefit scheme
- My Health discounts

Terms and Conditions

Line Managed by: School Office Manager

Contract: Permanent

Salary: Salary calculated in line with NJC pay scale (outer London), NJC Scale 1-3, OL 3-5
£26,238.00 – £27,030.00 FTE

Actual Salary Pro-rated: £14,486.93 - £14,924.22 per annum

(starting salary, and pay points will be aligned with relevant regional NJC spine on appointment, dependent on the location of the postholder).

Hours of Work: Part time – 22.50 hours per week, 3 Days a week. Term Time + 2 week (inset days + 5 additional days prorated)

Flexibility and the ability to work outside of the normal working hours may be required

Typical working pattern: Monday, Tuesday & Friday 8:00am-4:00pm with a 30-minute unpaid break.

Place of Work: Greenshaw High School, Grennell Road Sutton SM13DY

Medical Examination: The appointment is subject to a satisfactory medical report.

Superannuation: Under the Social Security Act 1986 the post holder has the right to make their own pension arrangements. They may choose to contribute to the Local Government Pension Scheme or a Personal Pension Scheme. Details of the Local Government Pension Scheme are available at: <https://www.lgpsmember.org>

Holiday Entitlement: The annual holiday entitlement is 25 subject to the completion of six month's service. This will increase to 28 days on completion of five year's continuous Local Government Service. As this is a term time post, payment for holiday entitlement is inclusive within the salary.

Probation Period: New employees are required to complete a six-month probationary period.

Disclosure & Barring Service Check: This appointment is subject to the receipt of a satisfactory enhanced Disclosure and Barring Service check.

Right to Work Check: This appointment is subject to verification of the right to work in the UK. Where the successful candidate has worked or been resident overseas in the last five years, such checks and confirmations may be required in accordance with the statutory guidance.

Job Description - Receptionist/Admin Assistant

The Receptionist/Admin Assistant will act as the first point of call for all school visitors and callers, welcoming visitors and directing them as appropriate, and managing all incoming telephone calls and queries. They will play an integral part of the School Office team to ensure that a professional and efficient administrative service is provided at all times.

Main Reception Responsibilities

- Act as the first point of contact for the school, welcoming visitors in a professional and hospitable manner, ensuring signing-in procedures are followed
- Provide an efficient and courteous telephonist service, receiving and prioritising incoming telephone calls and dealing with them appropriately, including recording and distributing messages as required
- Ensure that safeguarding and security procedures are adhered to at all times. This will include ensuring that all visitors sign in on arrival and are issued a visitor badge, and liaising with Heads of Departments and HR to ensure all required vetting checks have been undertaken
- Receive, direct and relay messages to staff and students as required
- Coordinate the external and internal post

Administration Responsibilities

- Assisting with various administrative tasks and duties, using Microsoft Office (Word, Excel, Publish etc.)
- Maintain and update student information records on BROMCOM
- To be the first port of call with regards to communications to staff, students and parents
- Provide an efficient administrative service to the school to include, but not exclusive
 - Proactively monitoring the Office email inbox to ensure administration requests from staff such as mail merge letters are completed in a timely manner
- Provide first aid support as and when required and in the absence of the Principal First Aider
- Proactively action any admin requests sent to the office inbox in a timely manner

General Responsibilities

- To provide administrative support within the School Office Team, ensuring that a professional and efficient service is provided at all times, to include but not exclusively:
 - Answering the phone.
 - Liaising with visitors.
 - Distribution of post, both internal and external.
 - Administrative support with school mail merge requests
 - Covering student reception or other areas as and when required due to absent colleagues
- Be responsible for keeping up to date with the requirements of the role, by attending appropriate INSET and meetings, and keeping abreast of changes in legislation
- Be aware of and comply with policies and procedures relating to child protection, equal opportunities and race equality, health and safety, confidentiality and data protection, reporting all concerns to an appropriate person
- To undertake any other duties commensurate with the post as may be required by the Line Manager or the Headteacher

Undertaking any other duties commensurate with the post as may be required by the Headteacher requirements of the person specification.

Job Specification - Receptionist/Admin Assistant

The successful candidate will meet the following person specification. Please note that the listed criteria will form the basis of the selection process. Applicants should address all elements of the Person Specification, demonstrating experience and where appropriate citing supporting examples within their application.

	ESSENTIAL	DESIRABLE
Education, Qualifications and Training	<ul style="list-style-type: none"> • Educated to at least GCSE 4/C+ standard (or equivalent) in English and Mathematics • Willingness to undertake ongoing training 	
Experience and Knowledge	<ul style="list-style-type: none"> • Experience of working in a busy office environment • Practical experience of MS Office e.g. Office, Excel, Outlook and other office electronic applications 	<ul style="list-style-type: none"> • Experience of working in a school or similar establishment
Aptitude and Skills	<ul style="list-style-type: none"> • Ability to provide excellent customer care as first point of contact • Excellent verbal and written communication skills, with the ability to communicate with colleagues, students, parents and other visitors in a professional manner • Efficient, accurate and excellent attention to detail • Excellent organisational skills • Ability to show initiative and work under pressure, multi-task and work to strict timelines • Ability to work constructively as part of a team and form good relationships with colleagues • Ability to work flexibly to support others and respond to unplanned situations • A good standard of IT and data inputting skills e.g. Word, Excel • High standard of literacy and numeracy skills 	
Additional Requirements	<ul style="list-style-type: none"> • Able to appropriately deal with confidential information • Desire to enhance and develop skills and knowledge through CPD • Demonstrate a commitment to safeguarding and the highest standards of child protection • Recognition of the importance of personal responsibility for Health and Safety • Commitment to the school's ethos, aims and its whole community 	

The Recruitment Process

1. Application

Visit our website to view our current vacancies [here](#)

To apply for a staff vacancy, please register for an online account and complete the online application form. The recruitment process is managed via your online account and you will receive regular notifications regarding the progress of your application.

The completed online application form should be accompanied by a personal statement of suitability of no more than 2 sides of A4. In the application form and personal statement, you should demonstrate how you meet the requirements set out in the Person Specification. Please include specific examples which support your application.

Applications must be received no later than 11:59pm Sunday 22nd September 2024. Applications received after this date and time will not be considered.

2. Shortlisting

Shortlisting will be finalised shortly after the closing date. Shortlisted applicants will receive an email inviting them to select their preferred interview time. Please ensure you enter your correct email address on your application form and provide a contact telephone number. References may be taken up after shortlisting. Please ensure you indicate clearly on your application form if you are happy for us to do so.

3. Interview Process

Interviews will be held shortly after the closing date. Applicants will also be asked to undertake a practical test related to the knowledge and abilities in the Person Specification.

4. Feedback

Unsuccessful shortlisted applicants will have the opportunity for professional feedback during the week following the interviews.

5. Taking up post

The successful applicant will take up the post as soon as possible.

6. Additional information

For further information, please contact hr@greenshaw.co.uk

7. Safeguarding

Greenshaw Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects staff and volunteers to share this commitment. The successful applicant will be subject to an Enhanced DBS and barred list check.

