



**JOSEPH
CHAMBERLAIN**
SIXTH FORM COLLEGE

Ofsted
Outstanding
Provider



APPLICATION PACK

RECEPTIONIST

Joseph Chamberlain Sixth Form College
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Dear Colleague,

INTRODUCTION FROM THE PRINCIPAL

Thank you for your interest in the position of Receptionist at Joseph Chamberlain Sixth Form College. This is an excellent opportunity for a remarkable candidate to work in a large, inclusive and highly successful Sixth Form College near central Birmingham. I am always really proud and excited to be leading our exceptional college, where the staff and students are an absolute pleasure to work with.

Our 16-18 year old students come from diverse backgrounds and, being placed in one of the more deprived areas of the country, presents us with some challenges. However, what makes Joseph Chamberlain College so special, and such an energising place to work at, are the rewards that come from seeing those same students achieve phenomenal success and develop as confident, aspirational young adults who enter Higher Education at the end of two years with us. We take great pleasure in knowing that we make a really positive difference to the lives of hundreds of young people each year, setting them off on the right path to secure excellent careers in the future. In addition, our separate Adult Learning Centre provides an outstanding curriculum at all levels to our local community, with a particular focus on improving the English and maths skills for students whose first language is not English.

Since I joined the College, I have watched it grow from strength to strength. Our achievement rates are consistently high and the progress our students make places us in the top 25% of all school sixth forms, Sixth Form Colleges and FE Colleges in the country. We are the highest performing Sixth Form College in the Midlands and, in our most recent Ofsted inspection of December 2023, we were once again awarded their highest grade of 'outstanding' in all categories. This is, I believe, because our teachers are some of the best in the country and they are relentless in their dedication to our students. Our teachers are also ably supported by fantastic support service teams, who are equally dedicated and committed to ensuring the success of the students we work with.

I want to continue to appoint positive, like-minded individuals, who share a passion for working with young people to transform their lives for the better, who will work with drive and determination to help them achieve and who will care a great deal about their development and well-being. In return, whatever your experience, I will ensure that you are fully recognised and appreciated for this hard-work and benefit from extensive professional development, great career opportunities, first-class facilities and positive support from exceptional colleagues and leaders who care about those they work with.

Finally, I would like to say that I do appreciate your investment of time in exploring the College and, hopefully, submitting an application for this role. If you have any questions at all, please do contact us and we will be more than happy to help.

Whatever the outcome, I wish you the very best in the future.

Tony Day – Principal and CEO

ABOUT JOSEPH CHAMBERLAIN COLLEGE

Background and Context

Joseph Chamberlain College is a hugely popular and highly successful Sixth Form College that was established in 1983 and now offers a wide range of academic courses at all levels to around 2600 school leavers and approximately 700 adults on a separate site.

Our curriculum offer and entry criteria are highly inclusive, offering clear progression routes to success for all students, regardless of their starting points and backgrounds. Approximately 80% of our work is with 16-18 year olds at Level 3, who study AS/A Levels or Level 3 BTEC Extended Diplomas. At Level 2, we offer BTECs and GCSE programmes to 16-18 year olds; at Entry Level and Level 1, we have an extensive ESOL provision. In addition, our separate Adult Learning Directorate offers classes in ESOL, Literacy, Numeracy and Access to HE in a range of community venues. We also offer Teacher Training in partnership with Birmingham City University. Our wider curriculum is also rich and varied allowing students to benefit from a great deal of choice in sports, additional languages, performing arts, citizenship, and various other student-led clubs/societies.

In 2023, students at Joseph Chamberlain College achieved outstanding exam results, placing us in the top 25% of all schools and colleges nationally for the tenth consecutive year. In the most recent Ofsted inspection of December 2023, we were graded as 'outstanding' in all categories for the second time; we are the only College in the West Midlands to achieve this in two consecutive inspections. Our College continues to provide a broad, inclusive and high-quality education to all of our students which results in exceptionally high levels of progression to Higher Education. We were in the Parliamentary Review for a second time for best practice in further education, and we have been awarded the Teachers' Development Trust (TDT) Silver award for our comprehensive package of innovative and high-impact professional development. As part of a local Teaching Alliance, we support all newly qualified teachers, from both secondary and post-16 backgrounds, to complete their ECT year and achieve either QTS or QTLS.

The College is situated within easy reach of Birmingham city centre in a state-of-the-art building with superbly equipped classrooms and outstanding facilities.

We are an ambitious institution, with a clear strategy to keep being highly successful for our students. Staff, students and visitors often comment on the warm and welcoming atmosphere at the College and the strong sense of community that permeates the organisation.



Our Purpose – What we are here to do

To provide an exceptional educational experience that results in significantly improved futures for all of our students.

Our Vision

Joseph Chamberlain College will be the first choice for school leavers in Birmingham because it will be recognised for excellence in academic achievement, exceptionally high standards of teaching and its capacity to raise the aspirations and ambitions of all of its staff and students so that they can enjoy rewarding and successful futures.

Our Core Values

Central to all that we do, are our core values. As a team of staff, students and governors, we believe in:

- **Excellence and Ambition**

At Joseph Chamberlain Sixth Form College, we are dedicated to providing an outstanding learning experience to all students. As a result, we have high ambitions and expectations of everyone and always strive for excellence. We demonstrate a 'can do' attitude and embrace the need for continuous improvement and positive change.

- **Cooperation and Communication**

Here, we believe in working together as a team, for the benefit of the College. Learning from our own and each other's mistakes and successes, we encourage everyone to take responsibility for their actions. We are open and honest with each other, and have built effective professional relations with each other through mutual trust and transparent communication.

- **Equality and Recognition**

Throughout the College, diversity and inclusivity underpin everything we do, and we will always treat everyone with respect and fairness. We value and recognise the contribution to that every individual makes to the lives of students and are loyal to and proud of our College and our students.

Our Eight Strategic Priorities

Our strategic priorities and associated objectives, seek to realise to realise the mission statement, thereby ensuring that all Joseph Chamberlain College students experience an education of the highest quality and, as a result, have considerably improved future prospects. Our eight strategic priorities are:

1. The Sixth Form College for the City of Birmingham

As the largest provider of academic provision in the city, we will retain our highly successful distinct Sixth Form College identity and ethos, being recognised as an excellent choice for all school leavers who wish to progress to Higher Education in the future.

2. An Unwavering Focus on Academic Success

We will prioritise securing high levels of academic success for all students so that they have significantly greater choices in the next stage of their education and in later life, regardless of prior experience or attainment.

3. Excellence in Teaching, Learning and Assessment

We will ensure that learning, teaching and assessment are consistently excellent across all areas of the College, providing students with challenging, stimulating and inspirational lessons that secure their rapid progress.

4. Powerful Support and Life-Changing Opportunities for Students

We will support our students with compassion, and enhance their lives by ensuring that the student experience develops in them the qualities and skills to embrace future challenges, achieving their full potential along the way.



5. A Positive Focus on Our People

We will establish a talented, hard-working and successful staff body who feel stimulated by their job, happy in the workplace and proud to be part of Joseph Chamberlain College.

6. A Community Learning Provision that Transforms the Lives of Local Adults

We will serve local adult learners by providing them with a range of high-quality community-based courses that develop their skills and confidence to help them unlock their true potential for the future.

7. Highly Effective Management of Finance and Business Operations

We will lead the business of the College with great efficiency so that our finances remain extremely healthy for the future and the operations of our support services align closely with our mission and purpose.

8. An Exceptional College Estate with First-Class Facilities for Students and Staff.

We will invest significantly in the development of the College estate so that all students and staff have access to exceptional accommodation, facilities and resources during their time with us.



JOB DESCRIPTION

Job Description

Accountability

The post holder will be accountable to the Office Manager and Assistant Principal (College Services).

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Purpose

- To provide an effective and professional student-facing reception and switchboard service to the College, whilst working with, and supporting, the Front of House Team.
- To provide an effective reception service to students, staff and visitors ensuring that all queries are dealt with promptly and in a supportive, polite and professional manner.
- To further develop an efficient administrative support system, realising the potential of IT and other technologies in the administration of the College.
- To work as an effective member of the whole college administration team.

Duties and responsibilities:

In the first instance, the duties and responsibilities are listed below. Going forward, as the needs of the college change, the duties and responsibilities within this role may also be subject to further change.

Student Reception Duties

- To be the first point of contact for all students arriving at College.
- To greet students and liaise with appropriate staff in order to ensure excellent support for all College students.
- To record student absences using the electronic absence system.
- To manage ID card access and issue day passes/ lift passes etc.
- To be aware of all College services in order to be able to deal with enquiries and requests for information from students, parents and other external enquirers.
- To ensure all telephone calls are dealt with in a professional manner and passed to the appropriate person.
- To be conversant with the college switchboard and to operate this when required.
- To prioritise and allocate in the most efficient and effective way, all incoming work and have flexibility and a readiness to undertake a wide range of tasks.
- To review and maintain administrative procedures to ensure compliance with college procedures and adherence to data protection legislation.
- To organise and maintain a tidy and professional student reception desk to ensure a good first impression of the College

Administrative Duties

- Administering compliance reporting and monitoring software
- Preparing, maintaining and organising records and documents
- Setting schedules, meetings and reminders
- Preparing spreadsheets, word-processing, printing, photocopying, filing etc

- Data inputting and processing.
- Assisting with booking meetings and conference room reservations and organise all related aspects for meetings.
- Assist with the collation/preparation of materials required for college events.
- To review and maintain administrative procedures to ensure compliance with college procedures and adherence to data protection legislation.
- Support all general administrative tasks as directed by the Assistant Principal
- Accurately process information and data and prepare key reports.
- Take notes during meetings.

General Duties

- To support general reception duties and cover for colleagues during breaks and lunchtimes.
- When necessary, ensure incoming mail and deliveries are dealt with appropriately and efficiently. And that all outgoing mail is franked and ready for collection as appropriate.
- To keep track of stationery stock levels.
- Support general administrative tasks as directed by the Assistant Principal. This could include; assisting and producing mail merge letters, PowerPoint presentations, inputting data and spreadsheet tasks.
- To undertake any other duties that can be accommodated within the grading of the post.
- To occasionally offer flexible working to assist with evening/weekend activities as required.
- Your role will require a commitment to safeguarding and promoting the welfare of all students, ensuring a secure and nurturing environment by adhering to safeguarding policies, identifying and raising concerns promptly to create a culture of safety and well-being for every student.



PERSON SPECIFICATION

The following criteria are used to short-list applicants and to assess candidates. Please show evidence in your application	Essential	Desirable	Method of Assessment *				
			A	I	R	C	T
Education, Qualifications and Training							
Educated to degree level or equivalent, or substantial relevant experience that demonstrates a high order of literacy, numeracy and analytical skills.							
A relevant administrative qualification or evidence of formal training.							
Experiences and Knowledge							
Experience of providing a front of house, reception service in a School or College.							
Experience of working with 16-18 year olds.							
Skills and Qualities							
Outstanding communication skills with the ability to communicate with staff, students and external partners on a range of levels.							
Proficiency in working with standard office applications such as MS Word, Excel and Outlook.							
Competency in producing letters and other written documents							
Excellent organisational and administrative skills.							
Excellent telephone manner and professional communication skills.							
Excellent customer service skills.							
The ability to operate a computerised administrative system/ database.							
Recent frequent experience of using specialist schools systems and competent at extracting data and running reports as necessary.							
Ability to prioritise and multitask.							
Ability to manage own workload.							
The ability to maintain quality and organisational procedures for the efficient running of the Student Reception							
The ability to recognise and appreciate the confidential or sensitive nature of some work undertaken.							
Excellent attention to detail.							

Able to pass on information promptly and accurately to all those who need to know.						
Ability to empathise with 16-19 year olds within a college situation.						
A clear understanding of developments in post-16 education.						
High level of literacy/communication skills.						
Evidence of commitment to Continuous Professional Development.						
Other						
A willingness to show flexibility in working arrangements in terms of duties and working patterns to meet cover absences and changes circumstances.						
Flexibility and a readiness to undertake a wide range of tasks.						
Flexible ability to work outside normal office hours on occasions.						
Understanding and commitment to Equality and Diversity, safeguarding and Health and Safety.						
High level of personal integrity and confidentiality.						

Methods of Assessment:

Application Form (A), Interview (I), References (R), Certificates (C), Tasks (T)

FURTHER PARTICULARS

Working Week

Hours of work will be 36.5 per week over 5 days, all year round. The hours will be agreed by the line manager. You will very occasionally be required to work outside normal hours and this will be agreed by negotiation

Salary

The salary for this post is paid on the Support Staff Pay Scale at point 5, currently £22,312 per annum. Salaries are paid monthly by bank credit on the 25th of each month.

Start Date

As soon as possible.

Holiday Entitlement

Leave entitlement is 22 days per year rising to 25 days after 5 years' service. Support staff are expected to take most of their leave during the normal College holidays and not during term time. The leave year runs from 1st September to 31st August. Additionally, support staff receive 8 public holidays, 2 extra-statutory days and 3 local days to be taken during the College closure at Christmas.

Superannuation

The successful candidate will be eligible to join the Local Government Pension Scheme and you will automatically become a member unless you opt not to join.

Staff Benefits

We offer the following benefits to our staff:

- Extensive professional development opportunities
- Occupational pension scheme (either Teachers' Pension Scheme or Local Government Pension Scheme)
- BHSF – private healthcare insurance plan
- Cycle to work scheme
- Discounted college gym membership
- A clear strategy for the positive well-being of staff
- Excellent support for newly-qualified teachers, both school and college trained
- Free staff car-park



HOW TO APPLY

- Complete the JCC Staff Application Form. Please state clearly on your application the position you are applying for.
- Provide a supporting statement (in section 8 of the application form) of no more than two sides of A4, in which you demonstrate how your skills, abilities and experience make you a suitable candidate for the role. Please give specific details and examples of how you meet all aspects of the person specification.
- If you are applying for a teaching or curriculum-based role, please complete the examination results form provided (applicants who are still completing their PGCE course need not complete this).
- The completed form should be returned by email to: HR@jcc.ac.uk or by post to:
The Director of HR
Joseph Chamberlain Sixth Form College
1 Belgrave Road
Highgate
Birmingham
B12 9FF
Telephone: 0121 446 2200

Deadline

The deadline for the post(s) is **Friday 8th March 2024** (to arrive no later than 12 noon).

Shortlisting

Unfortunately, we will be unable to notify candidates who are not on the shortlist. Therefore, if you have not heard from us within 4 weeks of the closing date, then please assume your application has been unsuccessful on this occasion. We may contact you via email, so please check your spam/junk inbox.

Equal Opportunities Policy

Joseph Chamberlain College is committed to equality of opportunity in recruitment and selection. Every care has been taken in the drawing up of this job description and person specification to ensure that the requirements of the post are not discriminatory on any grounds and particularly in relation to any protected characteristics, as defined by the Equality Act 2010. Similar care will be taken during the short-listing and interviewing stages.

If candidates are dissatisfied about any part of the process, they should write in the first instance to the Principal of the College setting out the nature of their complaint.

Guide to the General Data Protection Regulation (GDPR - 2018)

Under the General Data Protection Regulation (2018), the College needs to have your consent to collect and process information about you for the proper administration of the selection process and the employment relationship should you be appointed. Please accordingly make sure you sign the declarations at the end of the application form. After an appointment has been made, all the papers of unsuccessful candidates are kept for a period of six months and are then destroyed. For further information about how the College processes personal data please visit our website.

Candidates with a Disability

The College is a Disability Symbol User. If candidates with a disability need any special arrangements for interview, they should enclose a letter giving details of these, marked for the attention of the Director of Human Resources.

Rehabilitation of Offenders Act 1974

In accordance with the Rehabilitation of Offenders Act (ROA) 1974 and the Exceptions Order 1975 (amended 2013 and 2020), employees with access to children and young people under the age of 18 are not allowed to withhold information regarding criminal convictions no matter when they occurred.

Disclosure and Barring Service Check

The college is committed to safeguarding and promoting the welfare of its students. We will carry out checks on all those who are offered employment with us.

Appointment is subject to you obtaining a satisfactory Enhanced Criminal Records Check through the Disclosure and Barring Service (DBS). The successful candidate will be required to provide relevant evidence to enable a DBS check to be undertaken prior to commencement of employment. The College follows the Code of Practice laid down by the DBS (available from the DBS website). It is an offence to apply for a role if an applicant is barred from working with children. Further details will be given upon appointment.

In the future, you may also be asked to subscribe to the DBS Update Service and to maintain that subscription of an annual basis. There will be a small annual cost to the individual. The College will undertake 'status checks' on DBS Disclosures to assess that the information on the original certificate remains current; membership of the Update Service is therefore mandatory to enable status checks to be completed.

Any offer of employment will be conditional upon DBS clearance and a satisfactory outcome to other safeguarding checks as deemed to be appropriate by the College.

The Selection Process

As part of our due diligence on all short-listed candidates, an online search will be carried out prior to interview. Short-listing of candidates for interview will be undertaken by the line manager and a member of the senior management team. All candidates invited to interview will be asked, on the day, to complete a practical task. The results of these assessments will be used to decide whether to shortlist you further for interview. The interview panel usually consists of three or four members of senior and middle managers.

During the interview we ask the same main questions to all candidates, as well as any supplementary questions either arising from initial responses or specific to individual applications. At the end of the interview you will be given the opportunity to add anything further in support of your application or ask any questions. The panel will make its decision based on the evidence presented throughout the process and will contact all candidates with an outcome as soon as possible.