



SIDMOUTH COLLEGE

Receptionist / Administrator



believe • inspire • succeed

Welcome to Sidmouth College

Dear Applicant

Thank you for your interest in the post of Receptionist/Administrator at Sidmouth College. The College is part of the Ted Wragg Trust (TWT) which is an ambitious and inclusive Trust of schools strengthening our communities through excellent education.

The College currently has 900 students on roll of whom 150 are in the Sixth Form. The majority of our students are drawn from four local feeder schools, in Sidmouth, Sidbury, Newton Poppleford and Branscombe. The College is in a beautiful setting within the Sid Valley and the East Devon area of outstanding natural beauty.

Our vision is for vibrant and inspirational teaching that raises aspirations; challenges and engages, and prepares every student for lifelong learning. At Sidmouth College learners *believe* they can *succeed*, teachers *inspire* and everyone strives to be the best that they can be.

The College buildings sit within an attractive 13 acre campus and staff take every opportunity to make use of the natural environment on our doorstep to support students' learning and creativity. The vast majority of our 1960s buildings have now been replaced with modern, state of the art facilities, including classrooms, technology workshops and seven new Science laboratories and preparation facilities which create a fantastic modern learning environment.

We were delighted to once again be judged as Good in the most recent Ofsted report in May 2022, which recognised our continuous improvement in achieving positive outcomes for all students.

The enclosed job description outlines the responsibilities of the role .

If you have any questions please contact the Leadership Team Assistant, Mrs Jo Liddle, on 01395 514823 or jliddle@sidmouthcollege.devon.sch.uk

Yours faithfully



Mrs S Parsons
Principal



Introduction

Sidmouth College is a thriving 11-18 community college located in the Devon countryside.

At Sidmouth College the individual is right at the heart of what we do. Students achieve academic success, develop their creativity, excel on the sports field and encounter a multitude of new experiences in a safe and enjoyable environment, encouraged by a team of dedicated and highly experienced professionals. At Sidmouth College we believe that the vibrant learning community, coupled with a culture of high standards and expectations, brings out the very best in every student and establishes abundant possibilities for their future.

Our Ethos—Believe, Inspire, Succeed

- Every learner believes and succeeds in fulfilling their potential and is inspired to lead a happy, healthy and successful life within a challenging and rapidly changing world.
- All learners have access to inspirational teaching that leads to outstanding learning and achievements which continues beyond the classroom.
- All learners have access to a high quality, relevant and appropriate curriculum that fully meets their needs and supports an engaging and inspiring learning experience.
- We inspire learners to believe in the contribution they can make to their learning, the College and the wider community. Learners take responsibility and develop resilience throughout their learning journey with clear support and guidance.
- All levels of leadership are focused on providing a vision, direction and culture in which all are inspired to believe and succeed.

A caring and supportive community

Care, guidance and support are strengths of the College. Students are organised in vertical tutor groups led by a tutor who monitors academic progress, student well-being and student development. Each tutor group is in one of four Houses - Drake, Grenville, Raleigh and Scott. The tutor group meets at the beginning of each day for registration, support and guidance.

The team of tutors is led by a Head of House who maintains a close overview of the work and wellbeing of the students. In addition, the School Counsellor and the Student Development Centre/pastoral team make a valuable contribution.

A stimulating and exciting learning journey

Learning is an adventure to be enjoyed; a journey that stretches, challenges and opens minds. Our stimulating and engaging curriculum delivers exciting opportunities in the classroom and beyond. Our overarching aim is to provide our young people with the skills and qualifications they need to become happy, successful adults with a passion for lifelong learning. Our Key Stage 3 programme aims to raise the ambitions of all students; developing knowledge, skills and understanding and promoting confidence in their abilities. At Key Stage 3 we ensure students experience learning in a wide range of subjects, including the Arts, Technology, Computer Science and Modern Foreign Languages.

In Key Stage 4 students have the opportunity to study a range of personalised pathways, designed to support their individual talents and interests and maximise their achievement and success. At Key Stage 4 all students study a core curriculum of English Language and English Literature, Maths, Chemistry, Physics, Biology, PE and RE in addition to three option subjects.

At Key Stage 5 we offer a wide range of A Level qualifications and the vast majority of students choose three linear subjects, with some choosing to study four.

Appointment Information

Appointment Information

This is an exciting opportunity to work in our busy College Reception. We are seeking to appoint an enthusiastic, flexible and motivated individual with excellent organisational and communication skills to join our team of administrators in Reception in September 2023 or as soon as possible thereafter.

The main purpose of the Receptionist/General Administrator role is to provide an effective contribution to the delivery of high quality, professional, flexible and efficient administration service to Sidmouth College. Our reception team provide a reliable, consistent and efficient front-line reception service. It is essential that this offers a friendly, approachable, diplomatic and tactful welcome to a wide range of stakeholders which will include students, parents, colleagues, governors, medical staff, professionals from other schools and many other partners.

Main duties include providing a professional first point of contact for visitors to the College, ensuring that the first impression and experience they have of SC is positive; responding to and distributing enquiries from students, parents, visitors and professionals including enquiries face-to-face, by telephone (including voice messages), fax and 'enquiries/general office' e-mails; answering the telephone and taking messages, ensuring appropriate information is taken and distributed on in a timely and professional manner; fielding telephone calls in accordance with set College policy; accepting deliveries and liaising with all College departments; co-ordinate room bookings for meeting rooms and other spaces if required and working to Sidmouth College customer service standards.

The successful candidate will have the ability to work under pressure, meet deadlines and act with discretion at all times. Experience of working in an administrative role is essential and experience of working in a reception is desirable but not essential. First Aid training will be given.

Excellent interpersonal skills are essential as well as the ability to plan and prioritise one's own workload, and for this you will require excellent IT and administration skills and experience.

If you feel that you have the required expertise and aptitude to take on this interesting and varied role, we would love to receive an application from you.

More information about this role can be found in the following job description and person specification.

The working hours are Monday to Thursday 8.30am - 4.30pm and Friday 8.30am to 4.00pm with 30 minutes for lunch, 39 weeks per year term time and including non-pupil days.

Application Process

The closing date for applications is **Monday 25th September 2023 at 12.00noon**

Interviews will be held in week commencing **25th September 2023**

The Ted Wragg Trust is committed to safeguarding and promoting the welfare of children. All appointments will be subject to a number of safeguarding checks including an enhanced DBS check. A copy of our safeguarding policy can be found here: [Safeguarding](#). This role falls under KCSIE regulated activities and, as such, it is an offence to apply for the role if you are barred from engaging in regulated activity relating to children. Please ensure you read and understand our Privacy Notice, which can be found on our website, before applying. We make appointments in accordance with our Recruitment and Selection Policy.

Sidmouth College is an equal opportunities employer.



Receptionist & Administrator

Post: Receptionist/Administrator and First Aider—Permanent from September 2023

Scale: £21,189 to £21,968 (Actual salary £14,583 to £15,119)

Hours of work: 37 hours per week for 39 weeks per annum (1443 hours) —term time and non-pupil days
Monday to Thursday 8.30am to 4.30pm and Fridays 8.30am to 4.00pm with
1/2 hour for lunch

Responsible to: Leadership Team Assistant

Job purpose including main duties and responsibilities:

To provide an effective contribution to the delivery of a high quality, professional, flexible and efficient Administration service to Sidmouth College (SC), thereby supporting the administrative, financial and organisational needs of the College. To assist the Leadership Team Assistant (LTA) as required, in the regular review and refinement of support service delivery. This post has its main duties detailed below as well as other tasks that will be required of the post holder, at the discretion of the LTA, either regularly, occasionally or as part of set plan of task rotation designed to maintain a broad, balanced and effective team skillset. These tasks will be defined as 'Rotational/As Directed' (RAD) to meet organisational needs.

Main Duties

Reception

Provide a reliable, consistent and efficient front-line reception service. It is essential that this offers a friendly, approachable, diplomatic and tactful welcome to a wide range of stakeholders which will include students, parents, colleagues, governors, medical staff, professionals from other schools and many other partners.

- Provide a professional first point of contact for visitors to the College, ensuring that the first impression and experience they have of Sidmouth College is positive;
- Respond to and distribute enquiries from students, parents, visitors and professionals. This includes enquiries face-to-face, by telephone (including voice messages), fax and 'enquiries/general office' e-mails;
- Answer the telephone and take messages, ensuring appropriate information is taken and distributed on in a timely and professional manner;
- Field telephone calls in accordance with set College policy;
- Accepting deliveries and liaising with all College departments;
- Co-ordinate room bookings for meeting rooms and other spaces if required;
- Working to SC customer service standards.

Administration (Whole College)

To provide general whole College administration duties to the College as required. These duties will be wide ranging and subject to regular change. Carry out general administrative tasks as required and directed by the LTA and any other appropriate staff, and support of other staff from across the College community. This will include rotation through some shared duties, overlapping with colleagues, designed to ensure there is sufficient resilience, capacity and cross-functionality relating to essential activities, allowing priority tasks to be delivered. Such tasks may include making phone calls, photocopying, loading copiers/printers with paper/consumables, typing letters and reports, checking and topping-up College mobile phones for trips, act as 'runners for reception colleagues when it is necessary to find a student or member of staff, sort and distribute post, as well as any other similar tasks as may be directed.



Receptionist & Administrator Contd...

Administration (Whole College) Continued:

Communicates with the greater College community (parent/carer, outside agencies) via e-mail, newsletters, letter and the College communications software. This role will also provide administrative support for various College events including but not limited to: the prom, parents evenings, sports day administration, activities week, praise point collation, peripatetic music teachers and timetables, minibus licencing and bookings, awards evening administration etc.

Payments

Use and maintain any Cashless and related Payments systems that the College introduces, receiving payments/donations and dealing with enquiries from students and parents.

Post – In and Out

Receive, process and distribute accurately, sensitively and efficiently all incoming post and prepare all outgoing postage and parcels.

Other Duties:

Personnel (RAD)

Provide administrative assistance to the LTA and College Business Manager with regard to recruitment and other personnel and payroll matters.

Fire Marshal (RAD)

In the event of a fire or a fire drill, carry out duties assigned to you as part of the fire marshal team.

Reprographics (RAD)

The incumbent may be asked to provide reprographics support to students and colleagues. This will take the form of printing, photocopying, laminating, booklet making, binding, recording usage of resources and supporting the Marketing and Reprographics Officer in the requisitioning of stock when appropriate.

Requisitions (RAD)

Ensure a central stock of stationery and staff planners/diaries are maintained, raising requisitions as required.

Income Processing (RAD)

Receive cash payments/donations as required on fundraising days etc. Be proficient in the use of the College cashless software and reporting.

College Trips & Visits (RAD)

Assist with the efficient and effective organisation of educational visits and off site activities and trips, including ensuring the efficient production of all correspondence for trips and visits and SOE3 forms. Assist with the arrangement of transport as requested for trips, which will involve obtaining quotations.

First Aid (RAD)

Be in the possession of the Appointed Person First Aid qualification and provide first aid cover in the event that the First Aider is absent.

HOH/SEN Administration (RAD)

To deal with pastoral phone calls directed through the switch board as a conduit for all information to the Pastoral Structure
To support Heads of House/Director of SEND/Vice Principal with the management of students in their respective year groups with specific reference to attendance, behaviour and learning and progress issues by providing support and administration

Coordinate and generate data to measure impact of interventions, caseloads for Heads of House/Director of SEND and Vice Principal.



Receptionist & Administrator Contd...

Administration (Whole College) Continued:

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Payments

Use and maintain any Cashless and related Payments systems that the College introduces, receiving payments/donations and dealing with enquiries from students and parents.

Post – In and Out

Receive, process and distribute accurately, sensitively and efficiently all incoming post and prepare all outgoing postage and parcels.

Other Duties:

HOH/SEN Administration (RAD)

Work with the Attendance Officer on a daily basis to check on the attendance of students, and coordinate/ensure Heads of House access the Education Welfare Officer to discuss attendance issues of specific students.

Provide administrative support for Individual Education Plans, Behaviour Support Plans, Pastoral Support Plans and lunchtime contracts for specific students.

To request, arrange and attend and record, when required, Annual Review Meetings, CAF Meetings with parents and outside agencies and Team meetings etc

Support the administration of the annual transition process.

General:

Provide cover for administrative colleagues in the event of staff absence.

Organising refreshments for visitors as appropriate.

Supporting the College by being aware of and complying with policies and procedures relating to child protection, health & safety, confidentiality and data protection, and reporting all concerns to an appropriate person. Being aware of GDPR and what this means for requests to share data.

Also, by being aware of and supporting difference and ensuring all students have equal access to opportunities to learn and develop. The post holder should contribute to the overall ethos/work/aims of the College and promote the College at all times. The post holder must recognise the authority of management and support them in delivering their responsibilities by complying with all reasonable instructions, requests and decisions.

SC is committed to safeguarding and promoting the welfare of children. All staff employed at our College must be dedicated to securing the health, safety and wellbeing of children, as well as colleagues. The post holder will work in a tidy and efficient manner maintaining all workspaces in a presentable and tidy state to the satisfaction of the LTA and Principal.

Any requirement to work additional hours, overtime or to take TOIL, must be authorised in advance by the line manager.

It is expected that the post holder will engage with and participate in any training, Continued Professional Development (CPD) and the College appraisal process as required in order to maintain the skills and confidence to meet the requirements of the role.

Some of this training/CPD will require travel to other locations. Training and supporting administration colleagues and any other staff as appropriate, in administration department duties/tasks.

In this varied and demanding post, the incumbent would be expected to manage multiple and changing priorities, often at short notice. Reference should be made to the LTA in the event of high incidences of workload and/or conflicting priorities.



Person Specification

Attribute	Essential	Desirable	Method of Assessment
Management & Supervision of people	N/A	N/A	N/A
Experience	Experience of working in a busy office environment managing multiple tasks with changing priorities Demonstrable Customer Service skills	Administering First Aid	A/I
Practical Skills	Speed and accuracy with multiple IT systems Experience of handling sensitive confidential information Organisation skills with the ability to juggle multiple activities Experience using school administration software	Advanced skills of when using Microsoft Word and Excel	A/I
Communication	Excellent communication skills required to communicate at all levels on behalf of the College	Working knowledge of an education setting and school administration	A/I
Personal Qualities	Ability to multi tasks and be flexible Excellent interpersonal skills High degree of emotional intelligence Ability to disseminate information and prioritise tasks Accuracy and attention to details Strong time management skills		A/I/Test
Technology / IT Skills	Excellent working knowledge of MS Office applications-Word, Excel, Outlook, Powerpoint	Working knowledge of SIMS	A/I/Test
Education and Training	Minimum Grade C in 5 GCE/GCSEs including English Language and Mathematics A willingness to develop themselves and others through training and cross-functional working	Appointed Person First Aid Qualification	A/I Certificates
Personal Qualities	Confident and able to work on their own initiative as well as in a team Very presentable, open and approachable manner A 'can-do', 'want to help; attitude; Customer focused	N/A	A/I/Test
Equal Opportunities	Devon County Council and its staff seek to eliminate discrimination, advance equality and foster good relations.		Demonstrate knowledge at Interview
Physical	Able to carry out the duties of the post with reasonable adjustments where necessary.		OH1



