



# Receptionist

## Information for Applicants

**June 2024**

## The Support Staff

The support staff at Farlingaye High School consists of hard working and friendly individuals who support the work of the school. We work well together as a team, supporting each other through our job roles.

Farlingaye is a thriving school of over 1900 students, we are part of East Anglian Schools Trust (EAST) alongside Kesgrave High School, Bungay High School and Castle East School. The Trust have also recently welcomed Aldeburgh, Easton, Leiston, Saxmundham and Wickham Market Primary Schools. We are passionate about learning and student achievement and our support staff play an integral role in the process of improving standards. Our most recent Ofsted report graded us "Good with Outstanding" features.

We are committed to providing excellent staff opportunities through developing and promoting our staff and offering an excellent CPD and support programme for new staff. We are also extremely pleased to have launched our own teacher training provider: EAST SCITT. This allows us to award QTS and also QTS + PGCE Programmes within both Primary and Secondary schools.

As a staff we strive to ensure that every area of school is the best it can be, and are committed to being restless in order to achieve this goal. We are humble, keen to learn from others and aim to keep developing. We believe that all our key stakeholders - students, parents, staff and governors - have a key role in helping us further improve. In order to achieve that we want our staff to all have one thing in common: the desire to make a difference

Colleagues work together well across the school and enjoy a high level of personal and professional support. Visitors often comment on the positive and friendly atmosphere in the school and on the hard work of staff. We strive to help students to maximise their full potential and take pride in the progress the school continues to make.

If you feel that Farlingaye is a school where you could make a contribution, we will be delighted to receive your on-line application. If you would like to discuss the job role further, please do not hesitate to contact Lauren Teeling, Headteacher's PA or Linda Marsh, HR Manager either at the school on 01394 385720 or via email: [lteeling@farlingaye.suffolk.sch.uk](mailto:lteeling@farlingaye.suffolk.sch.uk) or [hr@farlingaye.suffolk.sch.uk](mailto:hr@farlingaye.suffolk.sch.uk)

Linda Marsh  
HR Manager

# Receptionist

*Farlingaye High School is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share and adhere to this commitment. DBS checks required for all posts.*

**SALARY:** Grade 3, SCP 4 – £12,365.57 per annum (Fte - £23,114)

**HOURS:** 22.75 hours per week, 39.8 weeks per year  
Monday and Tuesday: 8.15 am to 4.30 pm  
Friday: 8.15 am to 4.00 pm

**CONTRACT STATUS:** Permanent

**ACCOUNTABLE TO:** Headteacher's PA

**PURPOSE OF THE POST:** To provide a friendly and efficient reception service for the school; acting as first point of contact for visitors, parents, staff and students. Ensuring all enquiries are dealt with effectively and in a timely manner to facilitate the smooth running of the school

## GENERAL COMMENT

The Reception area at Farlingaye High School is an extremely busy environment with several demands being made upon our Receptionists at any one time. Over the summer holiday during July and August 2024 we are having building works which will provide a secure visitor area and a separate student focused area.

It is essential that the successful candidate will be a team-player, have a calm and organised personality, a flexible approach and have the ability to cope with a wide range of tasks. The successful candidate will need to be able to prioritise and as the first point of contact for visitors, parents/carer and staff be ambassadors and willing to go the extra mile. Previous reception experience, first aider provision and experience of working with young people is advantageous.

You will need to be enthusiastic, friendly, flexible and professionally presented. You will need to have excellent communication skills and be prepared to talk to students, teachers, parents and visitors confidently, presenting a positive image of the school to all. You must be able to handle sensitive information confidentially.

The successful applicant must be fully competent in the full range of Microsoft products and have English GCSE Grade C or above.

Our reception remains open during some school holidays on a skeleton staff basis with one member of the team in. The requirement for holiday opening is reviewed on a yearly basis each summer term. This agreement will then be applicable for the next academic year. The agreement for the academic year September 2023 to August 2024 is as follows:

- October and February holidays: Reception will be closed
- April holiday: Reception will be open for the one week of the Easter Holiday period and close for the second week's holiday, typically we are open the first week of Easter but this can change.
- May holidays: Reception will be closed
- December holiday: Reception will be closed
- Over the summer holiday there is a combination of open and closed periods. At the end of the summer term, Reception will be open for the first 2 days of the summer holiday period. Reception will then close, re-opening on A Level exam results day and then staying open for the rest of the summer holidays.

It is important to note, that as the requirement for the school holiday opening/closure is reviewed each year, please be aware that there is a possibility that there may be changes to the number of weeks per year that you are required to work based on the needs of the school and that this can affect your annual salary.

## JOB DESCRIPTION - RECEPTIONIST

- To work with all members of the Reception team, ensuring that a flexible approach is provided supporting each other in the successful delivery of the full range of reception duties.
- To receive and deal with enquiries from visitors, parents, staff and students whether by telephone or face to face; responding to these enquiries appropriately and efficiently, accepting and signing for goods as required. Arranging hospitality for visitors as requested.
- To ensure that security and safeguarding procedures are adhered to, issuing badges and ensuring visitors sign in and out and have the correct badge to denote access to the school.
- To provide First Aid and Defibrillator assistance. Issuing of paracetamol as required to students, staff or visitors. Ensuring that the correct first aid procedure is followed at all times and accident report forms are completed, as appropriate. Our reception team are the first contact points for all first aid requests. We have students with complex medical needs and therefore confidence is essential in being able to respond to a range of medical situations. If First Aid Qualification is not already held, training will be provided, as this is an essential element of the job role.
- To ensure that the foyer and reception areas are well maintained, ensuring that the school is promoted to its best image at all times.
- To ensure all communications are distributed to the correct personnel in an efficient and timely manner.
- To assist in identifying the location of students as requested by staff.
- To assist with the sorting and distribution of all incoming post.
- To assist with the sorting, franking and distribution of all outgoing post.
- To deal with general enquiries regarding school buses, including assisting with the issuing of temporary bus passes to students, application for new or replacement passes and issue to students, making arrangements for students who have missed buses home, ensuring the correct procedures are followed at all times.
- To manage lost property, ensuring the return to students where named or recycling each half term as required.
- General administrative duties which may include the use of email, school comms, photocopy and distribution of daily notice sheets, insertion of letters, student appointments, messages and late slips into registers.
- To assist in monitoring electronic requests for classroom/student assistance and liaise with the mobile team for resolution.
- To undertake a planned programme of work during school holiday periods.
- To undertake individually assigned responsibilities
- To retrieve or input data from school systems e.g Sims
- Safeguard and promote the welfare of children and young people
- Where possible, to cover for colleagues in periods of absence.
- The post holder will be expected to make day to day decisions about their workload, within clear guidelines and procedures.

*This job description sets out the main duties associated with the stated purpose of the post. The duties listed above are representative but not exhaustive and other duties appropriate to the post may be undertaken and should not be excluded simply because they are not itemised. The duties and responsibilities of this post may change from time to time and the post holder may be expected to undertake other duties of a similar level/nature, which are considered appropriate to the level of this post but not explicitly mentioned above, at the request of the Headteacher.*

*Similarly, the duties of this post could vary from time to time as a result of new legislation, changes in technology or policy changes. When necessary, appropriate training will be given to enable the post holder to undertake new/varied work.*

# PERSON SPECIFICATION

	Essential	Desirable
<b>Education &amp; Qualifications</b>	<p>GCSE Grade C or above in English or equivalent</p> <p>NVQ level 2 in an appropriate subject i.e. Customer Services or Business Administration or equivalent knowledge and experience.</p>	<p>NVQ level 3 in an appropriate subject or equivalent knowledge and experience.</p> <p>European Computer Driving License (ECDL) or equivalent.</p>
<b>Relevant Experience</b>	<p>Demonstrable experience in a range of reception procedures.</p> <p>Ability to plan and organise own workload, taking responsibility for prioritising and delivery of tasks. Where appropriate, support colleagues in managing their workloads.</p>	<p>Experience of working with young people and/or young adults</p>
<b>Knowledge &amp; Skills</b>	<p>Good working knowledge of Microsoft packages, e.g. Word, Excel, PowerPoint, Outlook etc.</p> <p>Knowledge and use of general office procedures and equipment.</p> <p>Knows how to maintain accurate records; maintaining confidentiality at all times.</p> <p>Demonstrates an understanding of confidentiality and data protection requirements in the workplace.</p> <p>Works on own initiative.</p> <p>Research and problem solving skills to deal with queries and issues.</p>	<p>Experience of SIMS</p> <p>Experience of ParentPay</p> <p>Knowledge of school policies and procedures</p> <p>Knowledge of own and others responsibilities for health and safety.</p> <p>First Aid at Work Certificate</p> <p>Defibrillator User Certificate</p>
<b>Interpersonal &amp; Communication Skills</b>	<p>Good verbal and written communications skills with an excellent telephone manner.</p> <p>Works effectively as a member of a team, supporting team members and demonstrating a flexible approach.</p> <p>Demonstrates a positive attitude, commitment and enthusiasm.</p> <p>Ability to be calm whilst responding to challenging situations.</p> <p>Able to be empathetic, assertive and a good role model</p>	<p>Ability to contribute to the delivery of continuous improvement of reception systems, processes and services.</p>
<b>Additional Requirements</b>	<p>Willingness to learn relevant procedures and systems.</p>	

## APPLICATION PROCESS

If you are interested in this post, please apply using our on-line application process which can be found on the school's website [www.farlingaye.suffolk.sch.uk](http://www.farlingaye.suffolk.sch.uk) under 'Join FHS'. Applications should be submitted as soon as possible but **by 9am on Monday, 1<sup>st</sup> July 2024** at the latest.

As part of the on-line application process you will need to confirm your email address and then complete a series of standard application form questions. In addition, you are required to submit a supporting statement/cover letter. Please be aware that the information in your supporting statement along with your application form will be used to shortlist applicants for the role and therefore it is **very important** that you provide enough detail to give a full picture of your skills and experience and how they meet the specific needs of the role.

Our on-line process allows you to save and return to your application if you are unable to complete all the questions at one time.

If you require any further information regarding the job role or application process, please contact Linda Marsh, HR Manager via email [hr@farlingaye.suffolk.sch.uk](mailto:hr@farlingaye.suffolk.sch.uk). Any specific questions about the role can be sent to Lauren Teeling, Headteacher's PA: [lteeling@farlingaye.suffolk.sch.uk](mailto:lteeling@farlingaye.suffolk.sch.uk)

The successful candidate will have to meet the requirements of the person specification in order to be offered the post and will be subject to an enhanced DBS check. This Academy is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share and adhere to this commitment. Enhanced DBS checks are required for all posts.

## CHILD PROTECTION POLICY

At all times the Headteacher and governing body will ensure that safe recruitment practices are followed. At Farlingaye High School we require evidence of identity and original academic certificates. We do not accept testimonials and insist on taking up references prior to interview. We will question the content of the on-line application form during the interview if we are unclear about them, we will undertake enhanced Disclosure & Barring Checks (DBS) and use any other means of ensuring we are recruiting and selecting the most suitable people to work with our children.

## INTERVIEW PROCESS

The purpose of the interview is to assess your suitability for the above post and give both the panel and yourself an opportunity to gain further information before making a successful appointment. It is also an opportunity to seek clarification on information that you have provided via the on-line application form and accompanying information. The interview will assess your suitability to work with children and will include questions relating to safeguarding and promoting the welfare of children.

**Interviews will be held: Monday, 8<sup>th</sup> July 2024**

**Please note that current or previous employers will be contacted as part of the verification process. We require two work-related referees to be listed on your on-line application form and we will contact those referees before interviewing.**