

POST TITLE

Receptionist

RESPONSIBLE TO

School Office Manager

MAIN PURPOSE OF JOB

To carry out Reception duties and ensure that callers and visitors to the school are dealt with in a courteous and helpful manner at all times. To carry out a range of administrative tasks in support of the school office and provide support for other specific administrative functions and school activities on a regular basis.

SAFEGUARDING STATEMENT

All staff working in the School will have some contact with children and will therefore be in regulated activity. Staff with teaching duties will be responsible for the pupils that they teach and may also have additional specific pastoral or other responsibilities for other pupils they do not teach. In addition, all staff will regularly interact with pupils who may seek assistance or otherwise interact with them whilst moving around the School. In all cases, the post holder's responsibility for promoting and safeguarding the welfare of the pupils is to adhere to and ensure compliance with the School's safeguarding policies and procedures at all times.

The post is exempt from the Rehabilitation of Offenders Act 1974 and the School is therefore permitted to ask job applicants to declare all convictions and cautions (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with children.

Lady Eleanor Holles is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure and Barring Service (DBS).

LEH

LADY ELEANOR HOLLES





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Lady Eleanor Holles was founded in 1710, originally situated in Cripplegate. Now located in Hampton, the current premises were purpose built in the mid-1930s, set in 24 acres of grounds. LEH is one of the oldest and most distinguished girls' schools in the UK. It offers bright girls aged 7 to 18 a well-rounded and challenging education in a happy, purposeful environment, preparing them well for higher education and their future lives.



MAIN DUTIES AND RESPONSIBILITIES:

RECEPTIONIST DUTIES

- To use the switchboard to make and take calls and relay messages to staff as required, and answer telephone queries from parents and external callers.
- To welcome visitors into the school using the Visitor Pass System and answer the gate phones to permit access on to the site.
- To order taxis and pass details on to the Finance Department.
- To monitor the staff in/out book in the event of a fire alarm.
- To provide assistance to the School Office and other administrative departments, including the Registrar's Office, and the Head of Learning Support.
- To provide the Facilities Manager with the forthcoming weekly minibus rota and manage the minibus booking diary, keys and fuel cards.
- Ensure that the School Calendar is accurate and up to date.
- To input into SIMS on a daily basis the names of girls leaving early for appointments or arriving late, updating/maintaining a paper record in the event of a fire alarm.
- To enter details into the staff sign in/out book to monitor staff leaving during the day and to record statistics for hours worked by Invigilators.
- To keep the Reception and Lobby tidy and the 'Reception Duties' file up to date
- To provide ad-hoc assistance to the Registrar during particularly busy times, for example during the 11 plus interview period.
- To carry out general adhoc admin tasks for the School Office Manager and for SMT as required, to include proof-reading and editing articles where appropriate, producing House Lists, producing name labels, putting correspondence into envelopes, pink slips, etc.

ADMINISTRATIVE DUTIES

- To provide administrative support for the SHINE programme, to include collating participant records, liaising with primary schools to exchange information, obtaining quotations for the weekly coach and producing a weekly coach/register of attendance, producing name badges and attendance certificates, etc.
- To provide comprehensive administrative support to the Head of Learning Support with regard to pupils with LDD. This includes completion of weekly slips for girls having LDD lessons and assessments, emailing reports to parents, running reports on SIMS, producing pro-forma sheets and exams schedules, producing exam performance feedback sheets for staff to create reports on exams (EPFs), posting out assessment findings, etc.
- Ensure that the school calendar is accurate and up to date by liaising with teaching staff where appropriate for clarification of details and inputting events from the Junior and Senior schools into a CSV file and uploading this to the school website on an ongoing basis.
- To carry out any other administrative duties which are within the scope of the post.



GENERAL

- Take part in such staff training as may be agreed.
- Undertake such other duties which may be reasonably required.

SAFEGUARDING

- Adhere to school policy on safeguarding and updating training as required.
- Ensure the safeguarding and well-being of children and young people at the school in accordance with school policies.

Person Specification

Qualifications, Experience, Knowledge and Skills	Essential	Desirable	Assessment Method Application Form/ Interview/ Reference
GCSE Maths and English or equivalent	✓		AF
Educated to 'A' level or equivalent	✓		AF
First Aid training		✓	AF
Accuracy, reliability and a commitment to maintaining high professional standards	✓		AF / I / R
Previous experience and understanding of SIMS or other databases	✓		AF / I / R
Able to work effectively on own initiative and within limits of own professional boundaries and knowledge	✓		AF / I / R
Experienced in prioritising varied and conflicting work demands and able to work under pressure	✓		AF / I / R
Excellent written and oral communication skills	✓		AF / I / R
A high degree of numeracy	✓		I / R
Approachable and confident in dealing with a wide variety of people	✓		I / R
Very competent in the use of Microsoft Office products such as Word, Excel and Outlook	✓		AF / I / R
A sophisticated knowledge of Microsoft Excel in order to produce reports	✓		AF / I / R
Mail merge	✓		AF / I / R
Is discreet and respects confidentiality Is diplomatic, patient and non-judgmental	✓		AF / I / R





MAIN TERMS OF APPOINTMENT

Hours of Appointment

This is a permanent, part-time post working 21 hours per week, 37 weeks per year (term-time plus 3 weeks). The working hours will be from 1:00 pm - 5:00 pm Monday, Tuesday, Thursday and Friday, and 12:00 pm - 5:00 pm on Wednesdays (during term-time only).

Outside of term-time the postholder will be required to work the following additional weeks -

- 1 week at the end of the summer term
- 1 week prior to beginning of autumn term
- 1 week to cover GCSE and A-level results days and all INSET days

Notice Period

During the 6-month probationary period, the period of notice will be two weeks on either party. After a successful completion of the probationary period, the notice will be 2 months or the statutory minimum, whichever is greater.

Salary

The salary will be £13,014 pro rata (0.45 FTE), based on a full-time equivalent salary of £28,919 per annum.

Holiday Entitlement

You will be entitled to 28 days paid holiday (20 days leave, plus the 8 days' bank/public holidays per annum). Your salary is calculated to cover your weeks of work and your holiday entitlement. As this is a term-time only post, you are not entitled to take any annual leave during term time.

Pension

Non-teaching staff may join The Lady Eleanor Holles School's Stakeholder Pension Scheme. This is a defined contribution pension scheme; provided the employee contributes 6% of gross salary, the employer will contribute a further 10%.

Other Benefits

- Membership of LEH Group Pension Scheme (with life assurance) for non-teaching staff
- Free lunches, tea and coffee
- Health cash plan
- Generous occupational sick pay scheme
- Occupational Health Service
- Learning and development opportunities, including financial support for postgraduate study
- Cycle to work scheme
- Free car parking on site
- Library facilities open to all
- Use of 25-metre swimming pool at specified times
- Use of School sports facilities when available
- Staff receive free or reduced price tickets to attend the excellent school drama and music productions
- School fee reductions for LEH; the school also has an arrangement for fee reduction at Hampton School for boys.
- The school offers a rent or mortgage allowance subsidy for new permanent teaching/non-teaching staff who are at the start of their careers or relocate to the area in order to take up the post.

Statutory Checks

An offer of employment is conditional on the following:

- Sight of your passport and verification of Right to Work in the UK
- Sight of your birth certificate
- Sight of two other forms of I.D. e.g. driving licence with paper counterpart, recent utility bill/bank statement showing home address (and dated within 3 months)
- Sight of the original of your marriage certificate (if applicable)
- Sight of the originals of your relevant qualifications
- A check of the Barred List/List 99 check
- A satisfactory enhanced DBS criminal record check
- Satisfactory completion of a Medical Questionnaire
- Check of employment history (including satisfactory explanations for any gaps)
- Satisfactory replies from your nominated referees.
- Overseas checks (where applicable)





An application pack is available from the School's website by [clicking here](#). Applications must be made on the School's own form and should be sent to personnel@lehs.org.uk

CVs will not be considered and should not be submitted.

The Lady Eleanor Holles School
Hanworth Road, Hampton, TW12 3HF
Tel: 020 8979 1601 personnel@lehs.org.uk
Registered charity no. 1130254

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