



The Heys School

School Receptionist Recruitment Pack The Heys School



**MAXIMISE OUR POTENTIAL, TO BE
THE BEST WE CAN BE, EVERY DAY.**





How to Apply

Please submit the enclosed application form and a supporting statement of no more than two sides of A4 outlining why you are interested in the opportunity and how your application addresses the requirements for the role.

Applications should be returned electronically to s.bramah@theheys.school

Interview Date: to be confirmed

Welcome



Dear Applicant,

Thank you for your interest in the post.

We are seeking to appoint a dedicated and enthusiastic individual who is ambitious and has an excellent work ethic to join our team.

We promote a culture of high expectations, within a supportive environment, based upon our core values of, 'Be Respectful, Be Kind, Be Determined'. These core values are intrinsic to the school; they form the basis of how we work together as a family and how students are rewarded for the fantastic things they do.

To help you decide if the job would suit you, please find enclosed some details, which we hope will give you a flavour of what The Heys School and The Rowan Learning Trust are about.

If your values and ambitions mirror ours and you believe you can deliver our vision to maximise our potential, to be the best we can be, every day, then we would be delighted to receive an application from you.

Visits to our school are welcome and can be arranged by contacting Sean Bramah on 0161 773 2052 or email s.bramah@theheys.school.

We are committed to safeguarding all members of our community; therefore, all posts are subject to enhanced disclosure procedures and pre-employment checks.

Yours faithfully,

Mr P McKendrick

*Headteacher
The Heys School*



The Heys School



The Heys School is a smaller than average 11-16 mixed comprehensive school which was graded as “Good “in all areas by Ofsted in June 2024. The size of the school allows us to provide aligned and differentiated support as we strive to provide the highest standards for students and staff alike. Our core values of **Be Kind, Be Determined** and **Be Respectful** underpin the goal for all students to **maximise our potential, to be the best we can be, every day.**

At The Heys School, we focus on students’ academic progress and believe that it is important to develop the child as a whole. We offer several different pathways to support our students and work with a number of local providers to ensure they have every opportunity available to them. We are passionate about developing well rounded students who have a clear focus on their future goals.

The Heys School is a diverse and exciting place to work and learn and our students always see this as a strength of the school. Our students believe that at the Heys everyone is treated equally.

We have a clear focus on ensuring that our students make good and sustained progress, regardless of their starting point. We are so proud of the amazing things that our students achieve every day, and we are constantly looking for new ways to celebrate their successes.

We believe that education is a journey, and we are committed to ensuring every student has the skills to meet the obstacles they face head on. We believe in the importance of grit, perseverance and resilience and of showing our students the value of getting back up and trying again if they don’t succeed the first-time round.

In the Heys family we value determination, respect and above all kindness. We are looking for committed staff who value the sense of family and are determined to support our students in any way they can.

The Rowan Learning Trust

The Rowan Learning Trust (RLT) was established as a Multi-Academy Trust in 2012 to maximise potential of all children, students and adults in our schools and to support them in their journey to become outstanding.

Currently the RLT family comprises twelve schools: three high schools, an all-through alternative provision academy and eight primary schools. Together we share a set of common values:

- Mutual respect
- Fairness
- Equality of opportunity
- Individual growth
- Kindness

We believe in an inclusive workplace – one that is built on fairness, merit and respect to help our employees perform to their greatest potential.

- ❖ Development
- ❖ Career opportunity
- ❖ Personal growth
- ❖ Thrive



- ❖ Nationally negotiated salaries
- ❖ Childcare vouchers
- ❖ Cycle to work scheme
- ❖ Generous pension
(Teachers Pension or Local Government)

- ❖ Organisational support
- ❖ Collaboration
- ❖ Quality of co-workers
- ❖ Work-life balance

- ❖ Variety
- ❖ Challenge
- ❖ Autonomy
- ❖ Feedback

Job Description

School Receptionist

Reports to:	PA to the Headteacher/ Office Manager
Location:	The Heys School, Heys Road, Prestwich, Manchester, M25 1JZ
Salary:	Grade 7, SCP 7 – 11: £22,920.25 to £24,429.80 (£25,584 to £27,269 FTE)
Hours:	37 Hours per week - Term time plus 2 weeks (8am to 4pm Mon to Thurs, 8am to 3:30pm Fri)

Overall Purpose of Post

- To provide a professional, efficient and welcoming customer service experience for all visitors.
- To provide effective and timely communication face-to-face, over the telephone and by written correspondence.
- To ensure the safety of students by following appropriate safeguarding guidelines.

Main Duties and Responsibilities

- Welcoming all visitors to the school, undertaking appropriate safeguarding checks, issuing relevant identification and maintaining accurate DBS records.
- Co-ordinating the arrival of visitors to the school, including groups for events and ensuring appropriate staff are advised.
- Answering the main school telephone line promptly, dealing with telephone enquiries, taking accurate messages and passing them on promptly by the most appropriate method.
- Retrieving and distributing voicemail messages and email enquiries promptly.
- Distributing whole school correspondence as required.
- Supporting whole school administration as required.
- Being aware of all relevant school activities and current staff to ensure enquiries are dealt with efficiently and directed to the correct staff i.e. parents evening, educational visits, extra-curricular activities and detentions.

- Dealing with in year transfers and liaising with the Deputy Headteacher, Attendance and Pastoral Teams.
- Organising and distributing the transition uniform for new student intake prior to start of new school year.
- Provide general clerical/admin support, for example, photocopying, filing, completing standard forms and responding to routine correspondence.
- Supporting on hospitality events such as parent's evenings, open evenings and results day.
- Dealing with all incoming and outgoing post and using and maintaining the franking machine.
- General filing in the school office and use of school management information system.
- Update and maintain the visitor management system.

Other Duties

- To carry out the duties in the most effective, efficient and economic manner available.
- To continue personal development in the relevant area.
- To participate in the staff review and development appraisal process.
- Organising the free travel passes for students who qualify.
- Arranging meeting room bookings.

Health and Safety Training

- To undertake Health and Safety Training on areas within the designated work area.

Support for the School

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Safeguard and promote the welfare of students and staff.
- Be aware of, support difference, and ensure all students have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as may be reasonably directed.
- Participate in training, other learning activities and performance management as may be reasonably directed.
- Play a full part in the life of the school community, to support its distinctive mission and ethos.
- Willingness to train as a first aider.

Person Specification

Essential Criteria

- An empathy with children and a commitment to safeguarding and keeping children safe in education.
- A pleasant telephone manner and effective communication skills
- Be honest and reliable and motivated
- ICT skills which include word processing and spreadsheet competence
- The ability to organise workload
- The ability to work as a member of a team
- The ability to work without direct supervision
- Commitment to attend relevant training courses for further development
- Flexibility in the day to day working pattern.
- An accurate, thorough and a meticulous approach to working
- The ability to maintain confidentiality
- Previous experience of working in an office environment

Desirable Criteria

- Experience of using the Arbor management information system
- Previous experience of working in a school

How to Apply

Please submit the enclosed application form and a supporting statement of no more than two sides of A4, outlining why you are interested in the opportunity and how your application addresses the requirements for the role.
Applications should be returned electronically to jobs@theheys.school.

Alternatively send a hard copy to:

Sean Bramah
HR Officer & Cover Lead
The Heys School
Heys Road
Prestwich
Manchester
M25 1JZ





The Trust will make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

All appointments are subject to satisfactory references, proof of qualifications and eligibility to work in the UK.

The Trust is committed to safeguarding and promoting the welfare of all children and young people and expects all staff to share this commitment. An enhanced DBS check will be required.



The Rowan Learning Trust

Registered Office: Carr Lane, Wigan, WN3 5NY

Company Number 8010464

JOB APPLICATION FORM FOR SUPPORT STAFF IN SCHOOLS

The School and Governing Body are committed to equal opportunities in employment and welcome applications from all sections of the community.

HEYS ROAD,
PRESTWICH,
MANCHESTER.
M25 1JZ

TELEPHONE: 0161 773 2052

EMAIL: jobs@theheys.school

1. POST APPLIED FOR

Post Applied For:			
School:	The Heys School, Heys Road, Prestwich, Manchester. M25 1JZ		
As advertised in:		On date:	

2. PERSONAL DETAILS

SURNAME:		FORENAMES:	
TITLE: (Optional)		Date of Birth: (Optional)	
Address:			
Postcode:		Mobile No:	
Telephone No:		National Insurance No:	
Email:			

3. CURRENT POST

CURRENT EMPLOYER:			
JOB TITLE:			
DATE OF APPOINTMENT:		SALARY:	
NOTICE PERIOD:			
MAIN DUTIES AND RESPONSIBILITIES			
Reason for this application			

4. PREVIOUS WORK EXPERIENCE

NAME OF EMPLOYER	Dates of employment		Post(s) held	Reasons for leaving
	From	To		



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5. OTHER RELEVANT WORK EXPERIENCE

Post	Dates		Employer	Grade/Salary	Reason for Leaving
	From	To			

6. GENERAL EDUCATION

School	From	To	Qualifications – Grades, awarding bodies and dates



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7. FURTHER AND HIGHER EDUCATION

Name of College/ University	From	To	Qualifications – Grades, awarding bodies & dates

8. ANY OTHER RELEVANT QUALIFICATIONS

Please give details of any other relevant qualifications you have for this post.



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9. ADDITIONAL INFORMATION

(i)	Are you related to, or a close friend of, any member of the Board of Trustees? If yes, please state relationship.
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(ii)	Have you left any previous job for the reason of redundancy or are you in receipt of an occupational pension? YES/NO. If yes, please give details, including dates, post held and employer.
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(iii)	Have you ever been dismissed from any previous employment on the grounds of misconduct or incapability? YES/NO If yes, please give details of dates and resources.
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(i)	Do you hold a current and valid driving licence? YES/NO Please state category.....
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(ii)	The Rowan Learning Trust is committed to providing equal opportunities and supporting all applicants. If you require any reasonable adjustments to allow you to participate in the application process, please let us know. Do you require any reasonable adjustments? YES/NO
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Do you have any unspent conditional cautions or convictions under the Rehabilitation of Offenders Act 1974? YES/NO	
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Do you have any adult cautions (simple or conditional) or spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020? YES/NO	
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In line with Keeping Children Safe in Education, The Rowan Learning Trust will undertake general online searches for all shortlisted candidates which may include social media and video platforms. Online searches will only examine data which is publicly available, and the aim is to identify any incidents or issues. Any areas of concern will be discussed during the interview process.	
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The information provided by you will be used for pre-employment recruitment monitoring and checks only and will supplement or form part of your application.	
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To enable the check to be undertaken, it would assist if you could detail your username for the relevant social media platforms below:	
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- Facebook
- Instagram
- Twitter
- LinkedIn
- TikTok
- Youtube

10. STATEMENT IN SUPPORT OF APPLICATION



Please attach a supporting statement, indicating any matters which you feel may be relevant to this application. Please head additional documentation with your name and post applied for.

11. REFERENCES

Please state the names and addresses and telephone numbers of two persons from whom references may be obtained. **One must be your current or most recent employer.** In the absence of previous employment experience, a reference from your last place of full-time education will be a suitable alternative.

REFEREE 1				REFEREE 2			
Please provide name and address				Please provide name and address			
TELEPHONE NUMBER:				TELEPHONE NUMBER:			
EMAIL:				EMAIL:			
Reference Type: (Please circle)	Employer <input type="checkbox"/>	Education <input type="checkbox"/>	Character <input type="checkbox"/>	Reference Type: (Please circle)	Employer <input type="checkbox"/>	Education <input type="checkbox"/>	Character <input type="checkbox"/>
Please note that we will contact these referees if you are short-listed for this post and seek reference before interview.							

12. FURTHER INFORMATION FOR CANDIDATES

- i) In the interests of the protection of children, all posts are subject to enhanced criminal record and other relevant disclosures through the Disclosure & Barring Service (DBS). A criminal record will not necessarily prevent you from obtaining a position.
- ii) Please note that it is the policy of the Trust and the Governing Body to preclude employment of persons over the age of 65.
- iii) You will receive no further communication unless selected for interview. If you have therefore not been contacted within three weeks of the closing date for applications, you should conclude that, unfortunately, you have been unsuccessful on this occasion.
- iv) Under the Data Protection Act, the Trust and the Governing Body will use the information given for the purpose of recruitment and selection. Strict confidentiality will be observed and if you become an employee, the information will be used for personnel, pay and pensions administrative purposes only.

THANK YOU FOR YOUR INTEREST SHOWN IN THIS APPOINTMENT

13. DECLARATION

To the best of my knowledge and belief all the particulars I have given are true. I understand that any false statements may disqualify me from employment or render me liable for dismissal. I also understand that no offer of employment made to me will be binding unless confirmed in writing.



I also understand that this post is subject to a satisfactory enhanced Disclosure and Barring Service (DBS) check and to satisfactory medical clearance and the provision of documentary evidence (e.g. NI Number) that shows I am entitled to work in the U.K.

Signature:.....

Date:.....

