



**STOUR VALE
ACADEMY
TRUST**



RECEPTIONIST

RECRUITMENT PACK



Receptionist

Full Time (37 hours per week)

Permanent

Term Time Only

Grade 3 - SCP 3 to SCP 4 (£22,737 to £23,114) Pro Rata

Actual Salary: £19,123 to £19,440

Start Date: As soon as possible

Due to our current post holder retiring, we are seeking an exceptional receptionist for our very busy front desk. Excellent customer service skills both face to face and on the telephone, a good team player and the ability to multi task whilst remaining calm and professional are a must.

Working on our busy Reception, you will be responsible for receiving and dealing with a range of visitors to the academy, managing and where necessary transferring telephone calls, dealing with face to face enquires from parents, students, staff and external stakeholders, emails to members of staff, distribution of post and other general clerical duties.

Ideally you will have experience of an educational setting, reception or administration office and be able to work under pressure. Knowledge of SIMS would be advantageous but full training will be given. First Aid (full training will be given).

Hours of work will be Monday to Thursday 8.00am to 4.00pm and Friday 8.00am to 3.30pm – term time only.

Stour Vale Academy Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. We will carry out pre-appointment checks including DBS and will disqualify any applicant where we consider the outcomes to be unsatisfactory. This post is exempt from the Rehabilitation of Offenders Act (ROA) 1974.

We are equally committed to ensuring that no applicant will be disadvantaged or discriminated against because of their protected characteristics under the Equality Act 2010.

For an informal conversation to discuss the role, please contact:

Miss Adele Wilden

PA to Headteacher/Office Manager

Oldbury Academy

Stour Vale Academy Trust

0121 533 3750

Closing Date: 12.00pm on Friday 8th November 2024

Interviews: Tuesday 12th November 2024 – Time TBC

ABOUT OLDBURY ACADEMY

Oldbury Academy is a large secondary school in Sandwell who provide excellent all round education for our pupils. Our success is built upon high quality teaching and learning and an excellent pastoral system to support students.



The comments in our recent OFSTED report in December 2021 highlight the commitment we have to our pupils and wider school community in providing an excellent educational experience.

Oldbury Academy was graded 'GOOD' in all areas.

OFSTED 2021:

The school is well led. The headteacher is committed to making sure pupils receive the best education possible. Able senior and middle leaders support him with this aim

Pupils study an ambitious curriculum

Teachers carefully plan what pupils should learn in lessons

Teachers share high expectations of behaviour. They expect pupils to focus on their work understand the school's values and what is

expected of them. They respond positively to these expectations.

The school is an orderly environment. This helps pupils to concentrate on their work

Pupil's behaviour in lessons and around the school site creates a calm atmosphere

Bullying is not tolerated

Pupils' work is frequently checked and there are high expectations of written work. Pupils value this

Leaders and teachers understand how to safeguard pupils. There is a team of safeguarding leaders who work together well

Oldbury Academy offers a wonderful professional opportunity to work alongside an excellent team of staff. We are fully committed to ensuring that our school is a place of learning where people are happy, healthy and successful.

Pastoral care for pupils is strong and relationships between staff and students reflect this. We have high expectations of ourselves and our students. Our vision 'CARE' underpins all that we do at Oldbury Academy.

- Celebrate together
- Achievement for all
- Respecting each other
- Expectations to succeed



ABOUT STOUR VALE ACADEMY TRUST

Our multi-academy trust was founded in 2017 and developed from collaboration between schools, the significant positive impact of which convinced three schools, two secondary and one primary, that together we would have much greater capacity to continuously improve. Over time, Stour Vale has steadily grown. We began as a cross-phase multi-academy trust and as we have grown, both secondary and primary schools have joined us. There are currently eleven member schools, five primary, one junior, one infants with day nursery and four secondary.

As a successful family of schools, delivering high-quality education for the communities we serve, Stour Vale values its diversity. Each school brings their own distinct character, community, history and identity. We celebrate the uniqueness of member schools, recognising that there is a great deal to learn from education in different contexts. This is also the reason why we remain outward-looking, committed to learning from research and excellent practice across the education system.



OUR VISION AND VALUES

Stour Vale Academy Trust holds children and young people at the heart of all that we do. We recognise that as a multi-academy trust we exist in order to advance education for the public good. Our mission, therefore, is to improve life opportunities for children and young people by both providing the best possible education and care to pupils in Stour Vale member schools and by having a positive impact across the wider education system. Our values are encapsulated in four words:

OUR VALUES

INTEGRITY

By always acting with integrity we will deploy our resources appropriately to provide the very best education and care for pupils. This approach will enable us to recruit and retain the best staff who share our values.

We recognise our responsibility to support and challenge member schools to have a positive impact on the lives of children and young people, our communities and the wider educational system.

RESPECT

We are committed to treating everyone with respect and promoting equality.

Stour Vale member schools are safe and inclusive schools. We value and celebrate the diversity of pupils, colleagues and the communities we serve. We believe that developing pupils' character and their own commitment to treating others with respect must sit alongside the pursuit of academic excellence.

COLLABORATION

Stour Vale Academy Trust exists because we believe that effective collaboration has a positive impact on the life opportunities of children and young people.

We believe that working collaboratively together we have much greater capacity to realise continuous improvement in all member schools. Therefore, we seek to actively promote positive, impactful collaboration, most often with school-based staff taking the lead.

EXCELLENCE

We are committed to constantly pursuing excellence and improving all aspects of our work as a trust.

Excellence in teaching and learning, curriculum and character development is our primary focus. This will be achieved by realising our ambition to provide top-level professional learning for all colleagues, developing leadership in every role and providing exceptional back-office services such as HR and finance.

STOUR VALE ACADEMY TRUST

SVAT.ORG.UK

We describe our shared approach to school improvement as 'secure autonomy'. Headteachers, with school leadership teams and staff, have autonomy to lead school improvement in their own schools, responsively and in collaboration with others within and beyond our trust. We believe that this approach enables us to grow, attract and retain excellent school leaders and to develop the most innovative and impactful school improvement strategies. We recognise that this autonomy must be secured within the structure of the multi-academy trust, and our model of challenge and support for impact, underpinned by our shared values, ensures sustained school improvement and a sharp focus on outcomes for pupils. This in turn realises our ambition that **Stour Vale** member schools will **create the difference together**.



Job Description

Receptionist

Main Purpose of the Role

You will be the first point of contact providing a full receptionist service, greeting parents, visitors and staff creating an efficient, polite and welcoming first impression. You will also undertake a range of other administrative tasks to support the administration team and wider school team.

Main Duties & Responsibilities

Administration

- Ensure that the reception area is welcoming, tidy and projects a professional image.
- Arranging pupil receptionists and supervising them.
- Supervising access to the building and ensuring the well-being of visitors to the school.
- Greet and welcome all visitors to the school including parents, students and staff, providing a helpful and proactive service always ensuring all enquiries are dealt with in an efficient, professional, friendly and caring manner ensuring the smooth running of reception.
- Acting as first point of contact for the school. Answer telephone queries in a polite, professional, friendly and caring manner. To include receiving and transferring calls, announcing callers, taking messages and ensuring that they are passed on via email.
- Receive visitors and deliveries/goods, and deal with any associated administration (security badges, signing delivery notes, informing staff of deliveries) maintaining signing in records for health and safety purposes, checking identity and DBS clearance, if appropriate, and issuing badges to visitors.
- To arrange any hospitality requirements and meeting room facilities as and when directed.
- To contact parents/legal guardians regarding; truanting or excluded pupils; asking for the collection of sick pupils on the behalf of other staff.
- To work as an essential member of the Administration Team, taking responsibility for providing first class administration to support to the school.
- To alert the Site Team to issues across the school site.
- Support maintenance of reprographics equipment.

- In the absence of the medical officer:
 - Implementing the school's policy for managing students with medical needs and providing for their well-being, ensuring that parental agreement forms are completed and returned prior to issuing any medication.
 - Managing accepted medication for students ensuring that it is securely stored, returned or disposed of.
 - Keeping accurate records of medication issued to students in accordance with the policy.
 - Maintaining records of all first aid treatments given to pupils.
- Managing message and postal systems, franking/posting mail, opening and distributing incoming mail.
- Organising visits for prospective parents.
- Using appropriate IT software packages for the production of school publications and documentation

Support for the School

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality and data protection, reporting all concerns to appropriate person.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend meetings as required.
- Participate in training and other learning activities and performance development as required.
- Any other duties commensurate with the duties / responsibilities / grade of the post.

All staff will share the school's commitment to safeguarding and promoting the welfare of children and young people.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Person Specification Receptionist

No	Categories	Essential	Desirable
PHYSICAL			
1.	<ul style="list-style-type: none"> Able to undertake all the physical requirements of the post and use equipment, according to health and safety guidelines. 	◆	
2.	<ul style="list-style-type: none"> Clear speech and smart appearance. 	◆	
QUALIFICATIONS & EXPERIENCE			
3.	<ul style="list-style-type: none"> Proven experience of clerical/reception/administrative work. 	◆	
4.	<ul style="list-style-type: none"> Experience in a customer service environment. 	◆	
5.	<ul style="list-style-type: none"> 5 GCSE's A-C (4+) or above including English and Maths. 	◆	
6.	<ul style="list-style-type: none"> Knowledge of SIMS. 		◆
7.	<ul style="list-style-type: none"> Good level of competency in Microsoft Office. 	◆	
8.	<ul style="list-style-type: none"> Working methodically with good attention to detail. 	◆	
9.	<ul style="list-style-type: none"> Using excellent communication skills both in person and on the telephone. 	◆	
10.	<ul style="list-style-type: none"> Applying good organisation skills. 	◆	
11.	<ul style="list-style-type: none"> Effective prioritisation of own work 	◆	
12.	<ul style="list-style-type: none"> Presenting information in a clear and effective manner appropriate to the audience. 	◆	

13.	<ul style="list-style-type: none"> Working within a team. Supporting others in the delivery of their own duties. 	◆	
SPECIAL KNOWLEDGE/SKILLS			
14.	<ul style="list-style-type: none"> Able to work under pressure and meet short deadlines. 	◆	
15.	<ul style="list-style-type: none"> Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these. 	◆	
16.	<ul style="list-style-type: none"> Awareness of confidentiality requirements. 	◆	
PERSONAL QUALITIES AND ATTRIBUTES			
17.	<ul style="list-style-type: none"> Customer focused - has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect. 	◆	
18.	<ul style="list-style-type: none"> Open, honest and an active listener. 	◆	
19.	<ul style="list-style-type: none"> Takes responsibility and accountability. 	◆	
20.	<ul style="list-style-type: none"> Committed to the needs of the pupils, parents and other stakeholders. 	◆	
21.	<ul style="list-style-type: none"> Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. 	◆	
22.	<ul style="list-style-type: none"> Is adaptable to change/embraces and welcomes change. 	◆	
23.	<ul style="list-style-type: none"> Ability to form good working relationships with colleagues. 	◆	
24.	<ul style="list-style-type: none"> Empathy with the aims and ethos of the school. 	◆	
25.	<ul style="list-style-type: none"> Seeking new opportunities and challenges, open to ideas and developing new skills. 	◆	

PRACTICAL AND INTELLECTUAL SKILLS			
26.	<ul style="list-style-type: none"> • Very good ICT/keyboard skills. 	◆	
27.	<ul style="list-style-type: none"> • Has the ability to learn from experiences and challenges. 	◆	
28.	<ul style="list-style-type: none"> • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas. 	◆	
LEGAL REQUIREMENTS			
29.	<ul style="list-style-type: none"> • Enhanced DBS clearance 	◆	

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CONTACT US

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Miss Adele Wilden
PA to Headteacher/Office Manager
Telephone: 0121 533 3750

Please visit our website: <http://www.oldburyacademy.org.uk>