

## RECEPTIONIST

APT&C Grade 4 (£21,575 - £21,968)

37 hours per week

52/52 Contract

Dear Applicant

Thank you for taking an interest in this position at our school. The information provided is intended to help you decide if we are a school you would like to join. I would also encourage you to look at our website ([www.gshs.org.uk](http://www.gshs.org.uk)) which contains information that will give you a flavour of our achievements and ethos.

George Stephenson High School is an 11-18 Trust School of 1204 students, 111 of whom are in the Sixth Form. We also have 36 guest pupils in the Sixth Form from our collaborative partner school. We have 134 staff, 80 of whom are teachers, 54 are associate/support staff. Our school has a really positive ethos, with very strong pastoral and academic guidance and a real emphasis on learning in everything we do. I genuinely believe the support, care and welfare of our students is second to none. This school is and will always be a fully inclusive school which puts the students at the very centre of all that it does. We want it to be a school that is always a happy, safe and enjoyable place to be. Further to that we want the school to be at the very heart of the local community and to become the school of choice of all who live here.

At George Stephenson High School, we believe we offer the best education possible for all of our young people, as well as a warm and friendly atmosphere. We value the individual differences of our students, encourage them to succeed in everything they do and help them to become caring, confident and responsible young people. We strive to achieve this through providing excellent teaching, fostering the very best relationships, having a personalized and enriched curriculum, having the highest aspirations for all of our students and developing strong partnerships. We also want the school to be at the very heart of the local community and to be the school of choice of all who live here. We are a popular, inclusive and oversubscribed school that is central to our community.

The level of communication with and support from parents is excellent. We have a regular and well-attended Parents Forum and a wide range of evening Parental Engagement events are held. Attendance at Parents Evenings was over 80% last year – this figure has increased every year for the last five years. Over 500 parents filled in the survey we administer on these evenings and the results were very positive indeed. 97% feel their child is happy here, 98% feel they are both safe and make good progress, 99% feel they are well taught here, 98% feel the school is well led and managed and over 95% would recommend our school to another parent. We are delighted that so many parents are choosing our school and are so positive about it and we believe that this shows a great deal of support from our local community.

Our most recent Ofsted inspection was in November 2019 and we are delighted to report that they judged our school to be Good overall, and indeed Good in every single category. We believe that this is a real testament to our students and staff and to how hard we have all worked and how committed we are to providing the best possible educational experience for all of our students. Staff, students, parents, carers and governors all play their part and this report is a reflection of the effort, enthusiasm and determination that they display every day. In the report, Ofsted say that **“staff have high expectations for pupils and each other. This is a key ingredient of the school community. During lesson visits, pupils were attentive and respectful. There are strong relationships between teachers and pupils. As a result, pupils have achieved better examination results in a wide range of subjects since the previous inspection”.** The care, guidance and support that we provide for our young people was again praised, with Ofsted saying that **“staff are well trained to look after and care for pupils. They understand the school’s safeguarding procedures. They are aware of the need to share any concerns with appropriate people. They do so in a timely manner. Pupils know there is always somebody to talk to when they need help. Pupils know how to keep themselves safe.”**

They said lots of positive things about the relationships in our school, saying that good relationships and mutual respect exist between students and staff and that our young people are keen to learn and behave well. They also said that the behaviour of students is good, that they manage their conduct well, both inside and outside of the classroom and that they know what is expected of them. As we have always said, our students are a credit to us all and we continue to be immensely proud of them. Inspectors also stated that the care and guidance we offer our students is strong and that we prepare students well for life after school. As a result, the percentage of students going onto successful careers or further education is well above the national average. Personal development, behaviour and welfare were all identified as real strengths of the school. Indeed Care, Guidance and Support at George Stephenson High School have been graded as good or outstanding in our last four Ofsted inspections. This is a result of our pastoral guidance systems in school, the aim of which is to support the learning and development of each individual student through the encouragement of regular attendance, punctuality, good study habits, good behaviour and a positive attitude, and by the monitoring of progress, regular target setting and celebration of achievement.

The school is organised into year groups which are split into a number of separate tutor groups. Each year group has a full time non-teaching Guidance Manager who stays with the year group from Year 7 to Year 11 and so gets to know every student very well. Guidance Managers are generally the primary point of contact for parents wishing to discuss progress or problems with the school. They support the work of the form tutors and deal with difficulties referred to them by the tutors or subject staff, as well as recognising and rewarding all positive aspects of students’ life in school. Each year group is also supported by a teaching Achievement Support Coordinator who acts as a mentor to students of all abilities.  The tutor groups, under the leadership of the Guidance Manager, remain together with the same form tutor through years 7 to 11, meeting for registration periods daily, and in some subjects are taught as a class group in the younger years. A strong sense of coherence and team working is developed over these years. The form tutor has day to day responsibility for our students’ welfare whilst they are in the school and have a very important role to play in helping them to settle into their new school. They also closely monitor and track their academic progress, support them to reach their targets and help detect and solve any problems which may arise.

This is a demanding post, but one which will give the right candidate an opportunity to maintain and develop a learning environment as part of a committed and dedicated team of teachers and support staff, whose prime aims are the continuing improvement and development of the school and the support and encouragement of its students. George Stephenson High School is a great place to work, with fantastic staff and talented students. I hope you are enthused by the enclosed information and choose to apply.

Please submit a letter of application (no more than two sides of A4) and a completed application form for the attention of Mrs Sarah Fitton (Headteacher’s PA) by noon on **Thursday 22nd June 2023**. We expect to hold interviews on **Tuesday 4th July 2023**. If you have heard nothing by this date you must assume that your application has been unsuccessful.

Yours sincerely



PETER DOUTHWAITE

Headteacher

**RECEPTIONIST**

**SCALE:** APT&C Grade 4

**J.E. CODE:** AG2

**CONTRACT:**  Permanent, 52/52

**RESPONSIBLE TO:** Business Manager and/or Other

**WORKING PATTERN:** Full time 37 hours per week worked over 5 days, Monday to Friday, to be worked 8am – 4pm/3.30pm Friday.

**Annual Leave:** 25 Days or 29 Days (dependant on length of service)

**Administrative and Management Family**

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| **Job Description** |
| **Role Title**  | **Typically reports to** |
| Admin Assistant 2 | Business Manager and/or Other |
| **JE Code**  | **Grade** | **Date of profile** |
| AG2 | 4 | April 2023 |
| **Purpose of the role (job statement)** |
| Under the direction/instruction of senior staff: provide routine general clerical, administrative, financial support to the school. |
| **Main Duties:**  |
| * Welcome and sign-in/out all visitors and parents.
* Receive incoming phone calls/queries from parents and stakeholders.
* Resolve queries and questions (liaising with relevant members of the school team for assistance as appropriate).
* Receive incoming goods/post and forward these to appropriate team members at school.
* Assisting with arrangements for visits by school nurse, photographer etc.
* Assist the Headteacher’s PA in ensuring adherence to the single central record for agency supply staff and authorised visitors on site.
* Assist in arrangements for school trips, events etc, i.e. booking external transport.
* Communicating and liaising effectively with staff, students, parents, feeder schools and other external agencies as required.
* Contributing to the successful delivery of all administration tasks as required.
* Multi-task to contribute to the changing needs of the school day.
* Assist the Pastoral Administrator by providing administration support.
* Contributing to SIMS to ensure all pupil information is accurate and up to date.
* Assist with pupil first aid/welfare duties, liaising with parents/staff etc.
* Be a qualified first aider, to assist with unwell children, maintain stocks of first aid supplies/documentation/contents of boxes; assisting with first aid reporting.
* Provide cover to Main Office Inbox enquiries and requests.
* Monitoring of the school email system (enquiries), responding and referring correspondence to the correct person; during school holidays.
* Provide general confidential admin support to the Headteacher, SLT and other staff.
* Prioritise workload to ensure completion of tasks to specific deadlines.
* Provide general clerical/administrative support e.g., typing, reprographics, filing, scanning of reports, complete standard forms and respond to routine correspondence.
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| **Support for the School** |
| * Contribute to the overall ethos/work/aims of the school.
* Establish constructive relationships and communicate with other agencies/professionals, in liaison with the teacher, to support achievement and progress of students.
* Recognise own strengths and areas of specialist expertise and use these to lead, advise and support others.
* Be aware of, and comply with, policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person.
* Appreciate and support the role of other professionals.
* Attend relevant meetings, as required.
* Participate in training and other learning activities and performance development, as required.
* To safeguard and promote the welfare of young people.
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**General:**

This school is committed to safeguarding and promoting welfare of children and young people. Please note this position will require an **Enhanced disclosure from the Disclosure & Barring Service.**

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. This document must not be altered once it has been signed but will be reviewed annually.

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.

This job description may be reviewed at the end of the academic year or earlier if necessary. In addition it may be amended at any time after consultation with you.

Job Holder ­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Line Manager \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Headteacher \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PERSON SPECIFICATION: RECEPTIONIST**

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| **Person Specification – Administrative Assistant 2 AG2** |
| **Area** | **Criteria Requirement** E = Essential D = DesirableA = Assessment by Application I = Interview process  | **R** | **A** |
| **Skills****Knowledge****Aptitudes** | * Good working knowledge of ICT (email Microsoft office)
* Knowledge/Experience in using SIMS
* Understanding and/or knowledge of standard policies /codes of practice (i.e., GDPR, Safeguarding)
* Ability to take a lead role in self-development and learning
* Ability to relate well to students and adults
* Work constructively as part of a team: understanding school roles and responsibilities and your own position within these
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| **Qualifications and Training** | * 4 GCSE’s (including English and Maths)
* NVQ 2 Business Administration (or equivalent)
* First Aid Trained (or be willing to be trained)
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| **Experience** | * Reception and/or switchboard experience
* Experience in working in fast paced office environments
* General clerical/administrative work
* Experience in working in a school
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| **Disposition** | * Friendly and welcoming disposition
* Excellent communication skills
* Ability to respect and maintain confidentiality
* Ability to relate to students in a pleasant manner
* Have a professional manner and excellent telephone skills
* Be very organised and able to prioritise
* Recognise potential safeguarding issues
* A team player
* “Can do” attitude
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| **Conditions of Service** |
| National Joint Council |

The above will be evidenced by a variety of means including:

* Application Form
* Letter of Application
* References
* Interviews