



Dallam School

Work with us

Post: Boarding Receptionist and Administrator

Start date: As soon as possible

Salary: NJC Salary Scale 2 Points 3-4 £24,027 to £24,404 per annum full time
(£6,493.78 to £6,595.68 per annum, actual gross salary)

Hours of work: 10 hours per week (from 9.00am to 2.30pm Thursday and Friday,
with ½ hour lunch) – full year, permanent



Courage | Respect | Compassion | Endeavour | Integrity

Welcome to Dallam



Steven Henneberry
Headteacher

"Staff, including those in the early stages of their careers, feel well supported by leaders."
Ofsted, 2023.

We're a vibrant and friendly comprehensive school where our children can continue studying into Sixth Form or study away from home, staying in our State Boarding House.

Dallam School offers day and boarding students a place to achieve academically, enjoy a wide range of creative and outdoor opportunities, and develop into a responsible and caring individual.

That inclusive ethos carries across to our team. We recruit from all walks of life and provide a friendly and supportive environment where the wellbeing of our staff is prioritised.

We aim to be the place where staff can develop their careers and achieve their ambitions, through high quality professional learning. It's a positive work environment where we grow our own talent and build career ladders.

Most importantly, we support staff to see clearly the contribution they make to our school community and the children who thrive here.



Our school

■ **Location:** Cumbria, United Kingdom

■ **Type:** Mainstream School

■ **Phase:** Secondary

■ **Funding status:** State - Academy

■ **Gender:** Mixed

■ **Age range:** 11 - 19 years

About Dallam School

Dallam has a long and successful history with a heritage and traditions stretching back to 1613. The school is grounded in traditional values but we're also forward-thinking and innovative and today, it is a popular mixed comprehensive with students often studying with us from Year 7 to Year 13. Students from our South Cumbria catchment join those travelling in daily from North Lancashire. While our international boarders bring diversity and richness.

We formed the South Westmorland Multi Academy Trust in 2016 and remain a single academy, maintaining close links with local secondary schools and Kendal College.

We have a supportive and inclusive culture in and around school where community is at the heart of all that we do. This includes the working relationship between teachers and students, the trusting relationships with form tutors and the pastoral team, and the honest relationships our staff develop with parents and carers.

Expert staff, specialising in their subjects up to A-level, teach throughout the school. We offer extra-curricular opportunities from music and drama to a full sporting programme that makes use of our excellent indoor and outdoor facilities.

All of this makes Dallam an excellent place to work.



Our values

Learning for all, learning for life

We're a supportive, caring community working hard to meet all student needs. Everyone's wellbeing and welfare is a top priority. We offer a wide range of enrichment activities beyond the curriculum.

Our vision:

At Dallam School, we believe that education empowers students with the knowledge, skills and values they need to build a better future for themselves, their families and their community. At our school, every student develops the confidence and courage to be themselves and has access to opportunities that unlock future success. The inclusive and innovative ethos of Dallam School creates an inspiring environment in which every student can shine in their own way.

Our values:

- Courage (be brave)
- Endeavour (strive for excellence)
- Respect (others, self and environment)
- Integrity (be honest)
- Compassion (be kind)



What we offer

Dallam School lives and breathes its People Vision



A learning organisation in which our people...

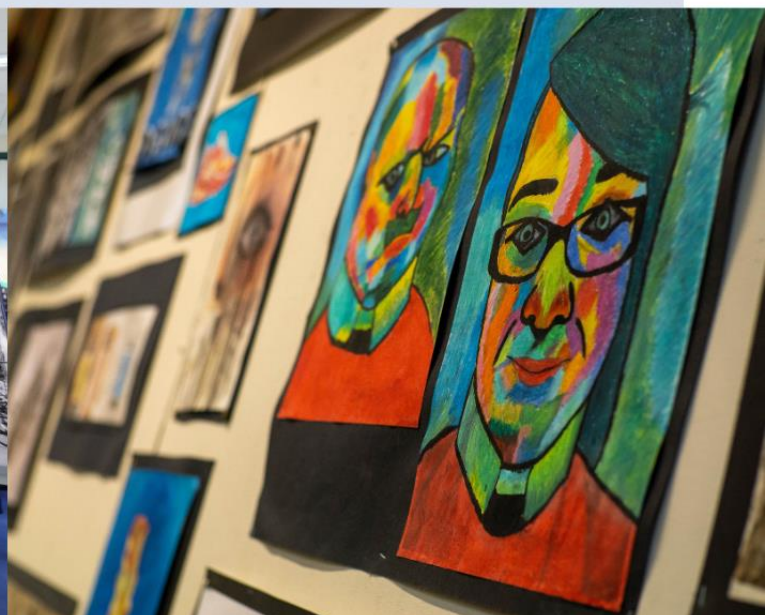
- receive care and support in a welcoming, collaborative community;
- feel a sense of agency and control;
- are committed to their work and our school and are recognised for this;
- engage in evidence-based and research led practice;
- experience a level of challenge in their work which is both stretching and rewarding, and;
- have access to high quality and bespoke professional development and career progression.



Ours is a positive work environment where regular recognition of achievements helps to create a sense of purpose and satisfaction in our people, leading to increased engagement, motivation and improved outcomes for our children.



It is important to us that everyone is able to play a part in shaping the direction of Dallam School and that all staff are supported at every stage along this journey.



Professional development

We aim to be the place where staff can develop their careers and achieve their ambitions, through high quality professional learning. We strive to create a working environment that impacts positively on staff development; a culture of mutual trust, respect, openness and commitment to student achievement.

You can expect us to:

- Ensure access to high quality and bespoke professional development and the opportunity to progress your career at Dallam School
- Provide opportunities for staff to take on leadership roles, and, participate in project-based, collaborative thinking and learning
- Enable teachers to collaborate to refine their teaching practices and work together to solve problems in school. This includes working with partner schools to improve individual practices and school wide policies and protocols
- Secure a continuous appraisal process with meaningful feedback which enables staff development. Regular professional development conversations allow staff to excel in their roles, provide feedback on what support and progression they want, stay current with best practices, and continuously improve their craft



Working in a
great location



Working in a great location

Our setting

Dallam School is set in the beautiful English countryside in the north of England, with busy village life in Milnthorpe on our doorstep. Milnthorpe is home with lots of shops, cafés, takeaways, and friendly local people. It's a good contrast to the quieter and older village of Heversham where you'll find our Boarding house.

Well connected

Dallam is brilliantly located to connect out to the rest of the country. By road you are soon on the M6 motorway, with the Scottish and Yorkshire borders close by. Trains from Oxenholme Lake District, Carnforth and Arnside get students to UK cities like London, Edinburgh and Glasgow in under 3 hours. The nearest international airports are Manchester and Liverpool, followed by Glasgow. There are ferry links at Heysham for the Isle Of Man too.

The Lake District

Over 18 million people visit the Lake District each year; it is a pretty special place. Some of the mountains that make up this UNESCO World Heritage site can be seen from the boarding house. Just 20 minutes by car, it's a place that's as important to humanity as the likes of the Taj Mahal and the Grand Canyon. Our team take lots of opportunities to explore this extraordinary landscape and all that it offers - from active adventure to artistic inspiration.



Job description – Boarding Receptionist and Administrator

Post: Boarding Receptionist and Administrator
Salary: Scale 2 Points 3-4, currently £24,027 to £24,404 per annum pro rata
Contract: 10 hours per week (from 9.00am to 2.30pm Thursday/Friday, with ½ hour lunch) – full year, permanent
Disclosure Level: Enhanced
Location: Dallam School, Milnthorpe, LA7 7DD - the role may require travel between the trust school sites

Relationships

1. Reporting to:

The post-holder reports to the Head of Boarding

2. Responsible for:

The post-holder interacts with other professional colleagues, students and parents and should establish and maintain productive relationships and promote mutual understanding of our aim to improve the quality of the student experience at the South Westmorland Multi Academy Trust.

Purposes of the Post

1. To be responsible to the Head of Boarding for supporting with the administrative and organisational processes within the school.
2. To support with the admissions process into boarding.
3. To act as the initial point of contact for parents, visitors and other stakeholders so will be an ambassador for school and embody the value, vision and ethos of the school in all interactions.

Essential personal qualities and skills

- Excellent organisational and ICT skills
- Excellent telephone manner
- Excellent interpersonal skills including the ability to liaise with staff and external organisations

Main Responsibilities

General Administration

- Update manual and computerised record/information systems
- Assist with managing the boarding school's email inbox, ensuring expected response times are met and emails are forwarded to the relevant staff member, as necessary
- Manage and organise completed forms from parents
- Report any issues with the school's IT systems
- Organise and distribute incoming and outgoing post
- Provide administrative support to staff as needed
- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Assist with organising meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Provide administrative support for the Dallam Teaching Alliance under the supervision of the appointed lead

CONTINUED – Boarding and Receptionist and Administrator

General Administration Continued
<ul style="list-style-type: none">• Under the supervision of the Head of Boarding, assist with organising travel arrangements for boarding students• Maintaining the reception area for example keeping leaflet displays up to date• Sending letters, emails and texts out to parents via Parentmail• Sending items for the weekly bulletin, typing and emailing when required to the Milnthorpe site• Assist the Medical Officer with supervision of students in the sick bay• Assist with the supervision of the Community Education classes on site• Monitor and record all enquiries related to bookings on site• Write and send email responses that are professional and uphold the school's vision and values• Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc) to parents, staff and other stakeholders• Assist with marketing and promoting the school
Reception
<ul style="list-style-type: none">• Act as the first point of contact for parents and visitors arriving at the school, welcoming them in a polite professional manner• Control access to the school in line with the school's safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures• Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures• Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner• Checking the answerphone regularly throughout the day and taking messages• Seek support from other colleagues where necessary to respond to complex enquiries• Respond to messages promptly and accurately, passing on information to relevant staff members as necessary• Assist staff and students with the information and support they need
General
Culture and Ethos <ul style="list-style-type: none">• Promote the academy ethos, attitudes and values in all aspects of work with pupils, colleagues, support staff, parents/carers and visitors.• Promote the academy and celebrate its success at every opportunity.
Dress and Appearance <ul style="list-style-type: none">• To maintain the highest standards of smart business dress.• To maintain a professional demeanour at all times.
Self-Development <ul style="list-style-type: none">• To take part in the school's staff development programme by participating in arrangements for further training and professional development.• To continue personal development in the relevant areas including subject knowledge.• To engage actively in the Appraisal process.

CONTINUED – Boarding and Receptionist and Administrator

Attitude <ul style="list-style-type: none">• To act as a professional and positive ambassador for the school in order to support the school's mission and profile.• Maintain a high level of motivation and encourage the progress of others.
Policy Promotion <ul style="list-style-type: none">• To actively promote the Trust's Equal Opportunities, Health & Safety, Data Protection and GDPR policies to ensure that the school operates safely, effectively and fairly in line with legislative requirements.• Comply with and actively implement the Trust's Behaviour Management Policy.
Safeguarding <ul style="list-style-type: none">• Have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures and the Trust's safeguarding policy.
Confidentiality <ul style="list-style-type: none">• To ensure confidentiality of the school's activities is maintained in order to protect the integrity of the organisation and its people.
Flexibility <ul style="list-style-type: none">• The job description may include all such other duties as the Headteacher and Trustees may reasonably expect from time to time.• To carry out such other duties as may reasonably be required from time to time to meet the evolving needs of the organisation.• Embrace a willingness to experiment with new methods and approaches / initiative taken.

Person specification – Boarding Receptionist and Administrator

Criteria	Qualities	Essential	Desirable
Qualifications and experience	English and Maths GCSE or equivalent	√	
	First aid training (or willingness to complete it)	√	
	Carrying out administrative tasks	√	
	Dealing with face-to-face and telephone interactions	√	
	Working with children or young people	√	
	Working and collaborating within a team	√	
	Experience of boarding school education		√
Skills and knowledge	Excellent communication, IT, organisational and management skills	√	
	Ability to respond quickly and effectively to issues that arise	√	
	Ability to use IT packages including word processing, spreadsheets and presentation software	√	
	Excellent attention to detail	√	
	Ability to relate effectively to students	√	
	Ability to use relevant office equipment effectively	√	
	Ability to build effective working relationships with colleagues	√	
	Understanding of data protection and confidentiality		√
Personal qualities	Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils	√	
	An understanding of the importance of promoting and safeguarding the welfare of students		√
	Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school	√	
	Emotional resilience	√	
	Willingness to participate enthusiastically in all aspects of the school's educational and boarding life	√	
	An approachable, personable and confident manner	√	
	A high level of personal and professional integrity, discretion and confidentiality	√	
	Ability to work under pressure and prioritise effectively	√	
	Commitment to maintaining confidentiality at all times	√	
	Commitment to safeguarding and equality	√	
	Able to embrace change	√	
	A sense of humour, flexibility and proportion to approach the post in a well-balanced way	√	

The criteria will be assessed using a combination of the letter of application, qualification certificates, interview process and references. Candidates will be expected to complete a number of technical tasks at interview in order to assess their competence.

How to apply

We strongly encourage you to visit the school before you apply for the post. If you would like to discuss the position with the Headteacher, Mr Steven Henneberry, please contact him by email: **s.henneberry@dallamschool.co.uk**

If you decide to apply for the post, please note the following important information:

Please read the Guidance Notes carefully before completing the Application Form and ensure that you fill in all sections. Please contact the school if you require the application form in an alternative format.

Along with the Application Form, please write a covering letter of no more than two sides. Please include the following;

- A statement about why you are applying for this particular post
- An outline of relative experience
- How your personal and professional qualities make you suitable for the role

Closing date: Monday 15th July 2024 at 12pm

We will contact all applicants selected for the interview process by telephone initially. This will be followed up by a formal invitation and further information about the process the following day. We will contact all applicants, even if where the application was unsuccessful.

The interview process: week commencing 15th July 2024

Information that you provide for the purpose of your application will be used as part of the recruitment process. Any data supplied will be held securely and access restricted to those involved in dealing with the recruitment process. Once this process is complete, the data relating to unsuccessful candidates will be stored for a maximum of 6 months and then destroyed. If you are successful, your application form will be retained and form the basis of your personnel record. We will also undertake online searches in accordance with our responsibilities under keeping children safe in education. An enhanced check with the disclosure and barring service will be undertaken for this post.

If you require further information or wish to discuss any issues, please do feel free to get in touch with Sharne Morgan, Finance and HR Officer, as a first contact –

015395 65168, **s.morgan@dallamschool.co.uk**

For further information, please visit:
www.dallamschool.co.uk www.southlakesfederation.co.uk





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