



RECRUITMENT PACK

IBSTOCK LEISURE COMPLEX

Receptionist/Administrator

16 hours per week – permanent – 52 weeks per year (0.4324 fte)
Hours of work – Wed/Thu 3.15 – 9.00 pm & Fri 3.15 – 7.45 pm

Grade 4
Full time salary: £22,932. Actual salary: £9,916.54

Commencing as soon as possible



i nspiration i nnovation i ntegrity

Content

The Advert	Page 3
Letter to applicants and application process	Page 4
Job Profile and person specification	Page 6
Vision, Values and Ethos, Trust Schools	Page 9
Our Offer to Staff within the LiFE Multi-Academy Trust	Page 10

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Commencing as soon as possible

We are looking for an enthusiastic, efficient and capable receptionist/administrative assistant to join our leisure team. This is a key post with responsibility for ensuring the smooth running of the leisure complex. The role will involve reception duties, creating a welcoming and professional image at all times, as well as the flexible provision of day to day administrative support to the leisure managers.

As the main point of contact at our leisure complex, you will be of smart appearance and it is essential that you possess excellent customer services skills and the ability to remain calm when faced with the day to day challenges of a busy reception area. A good standard of numeracy and literacy and IT proficiency is required, as is the ability to work with minimum supervision.

Previous experience in the leisure industry would be an advantage, but is not essential.

LiFE Multi Academy Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

All offers of employment will be subject to a DBS check and an online search.

September 2024

Dear applicant

RECEPTIONIST/ADMINISTRATOR – IBSTOCK LEISURE COMPLEX

Thank you for your interest in the above post. We are looking to recruit an enthusiastic, efficient and capable receptionist/administrator to join our small and friendly leisure team.

Context

Our leisure complex, which opened in September 2010, is based at Ibstock School is a joint venture with the district council. It runs a comprehensive programme of swimming and fitness classes and discounts are available to staff using the facilities. The leisure complex has been part of LiFE Multi-Academy Trust since July 2021.

About the role and you

This is a key post with responsibility for ensuring the smooth running of the leisure complex. The role will involve reception duties, creating a welcoming and professional image at all times, as well as the flexible provision of day to day administrative support to the leisure managers.

As you will be the main point of contact at the leisure complex, you will need to be of smart appearance and it is essential that you possess excellent customer service skills and the ability to remain calm when faced with the day to day challenges of a busy reception area. A good standard of numeracy and literacy and IT proficiency is required, as is the ability to work with minimum supervision.

How to apply

We encourage you to visit our website for more detailed information about the leisure complex and school and further information about the vacancy. Informal enquiries about the post are welcomed by calling the leisure managers on 01530 265835 or emailing l.managers@ibstockschool.co.uk.

Please send a letter, maximum 2 sides A4, which specifically addresses the requirements of this post, together with your application form. To comply with Safer Recruitment guidelines, please do not send a CV as we do not accept them. Completed application forms should be emailed to l.managers@ibstockschool.co.uk or returned directly to the leisure complex and should be received by **9.00 am on Monday 14 October 2024**. Interviews for shortlisted candidates will take place shortly afterwards.

The application process

Safeguarding

LiFE Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people. All staff and volunteers are expected to behave in such a way that supports this commitment. All offers of employment will be subject to satisfactory pre-employment checks, including a DBS check and an online search.

Data Protection

Should you be unsuccessful with your application, the school will confidentially destroy your application form after six months of its submission. If you are successful in your application, this information will be kept securely as part of your personal employment record.

References

Applicants must provide the details of two referees. One reference should be from your current employer or if unemployed, your last employer. Where possible, references should be from separate sources and not from the same organisation or employer. All referees should have known you for at least one year or more and cannot be from a spouse, partner, friend or relation or from someone with whom you live. The school will contact referees for verification. Please ensure that you have permission to provide their details on the application form and note that references will be sought prior to interview for all shortlisted candidates.

Equal Opportunities

We are determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justified. At LiFE Multi Academy Trust we embed the principles of equality, diversity and inclusion into everything we do. As a Trust we actively encourage applications from those in minority groups and diverse backgrounds.

I look forward to receiving your application. Thank you in advance for your interest in working with us and for the effort that you have made with your application. If you wish to discuss or clarify anything arising from the information attached, please do not hesitate to contact us.

Yours sincerely

Nicola Koncarevic

Headteacher

JOB DESCRIPTION

LEISURE COMPLEX receptionist/administrator

Grade 4

Line manager: Leisure Managers

Core purpose

To support the development of the leisure complex through effective teamwork at all levels and through wholehearted and effective support of the leisure complex and school's key principles: to achieve excellence in learning, to create a sustainable learning community, to ensure integrity and innovation in what we do, to promote respect for all, and to promote opportunities for all.

Job purpose

To provide an efficient, welcoming and courteous reception service, with minimal supervision, and to promote a professional image of the leisure complex.

To undertake clerical and administrative duties to support the leisure complex managers.

Main duties and responsibilities

- to welcome and deal with customers in person at the leisure complex
- to answer standard enquiries by telephone, email, or in person from parents/customers/other employees, giving and resolving non-complex enquiries within areas of responsibility
- to make bookings for leisure complex users
- to produce a range of documents from a variety of sources, using various software packages (e.g. Excel, Publisher, Word)
- to use the payment card system and handle and record cash using a computerised till system
- to order and carry out stock control
- to be aware of emergency and evacuation procedures and ensure staff and public comply in accordance with the P.S.O.P.
- to operate office equipment e.g. two-way radios, laminating machine
- to provide first aid treatment to students, staff and customers (after appropriate training)
- to carry out other such receptionist tasks and duties as required by the line manager appropriate to the grading of the post
- to be prepared to undertake professional development and training

Considerations

- a. The nature of the work may involve the post holder carrying out work outside of normal working hours.
- b. The post holder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by his/her own training needs and the needs of the service.
- c. This post is subject to a check being carried out at an enhanced level by the Disclosure and Barring Service (DBS) regarding any previous criminal record.
- d. This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

PERSON SPECIFICATION

LEISURE COMPLEX receptionist/administrator

QUALIFICATIONS AND EXPERIENCE	
Essential	Desirable
<ul style="list-style-type: none"> – Good standard of literacy and numeracy – Experience working in an office environment – Successful experience of working in a team – Experience using IT (e.g. Word, Excel) 	<ul style="list-style-type: none"> – IT qualification (RSA/CLAIT/ECDL) – Experience of working in the leisure industry
KNOWLEDGE AND SKILLS	
Essential	Desirable
<ul style="list-style-type: none"> – Good organisational skills – Ability to work on own initiative – Good communication skills – Excellent interpersonal skills – able to deal with a variety of people, including students, sensitively, empathetically and when necessary, assertively – Attention to detail – high level of accuracy 	
PERSONAL ATTRIBUTES	
Essential	Desirable
<ul style="list-style-type: none"> – Ability to organise and prioritise own workload; and the ability to work to deadlines – Professional, friendly and flexible approach to work 	

<ul style="list-style-type: none"> – Integrity, empathy and patience – Able to manage sensitive and confidential situations – Able to work effectively as a member of a team with minimum supervision – Self-motivated – Loyal and dependable 	
Safeguarding	
<ul style="list-style-type: none"> - Responsibility and accountability for safeguarding and promoting the welfare of children and young people - Awareness of current legal requirements, national policies and guidance on the safeguarding and promotion of the well-being of children and young people - Able to recognise indicators that may lead to concerns and take immediate action - Is committed to ensuring the safeguarding and well-being of children and young people and takes appropriate action where necessary 	
Factors not already covered	
<p>Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010</p>	

Vision, Values and Ethos

LiFE Multi Academy Trust

Bringing Learning to LiFE

Vision:

We have a compelling desire to provide high quality, personalised and rounded education for everyone, right in the heart of our local community. We believe that no school can be deemed successful unless all those around it are also successful, popular and flourishing. Hence, we believe that dynamic, mutually accountable collaboration and challenge between local schools as members of the LiFE MAT is the cornerstone of our future success.

Each of our schools needs to be seen as a leader of, and vital to, its local community; each school is regarded as fundamental to the identity of its surrounding community. In this capacity we will relentlessly promote the values of inclusion and the celebration of diversity, alongside personal responsibility and respect.

Values:

- Ensuring that every student achieves positive, life changing outcomes
- Providing a whole education: academic excellence co-existing with an exceptional commitment to activity beyond the school gate
- **The relentless pursuit of excellence by;** expecting this of every person, every day; recognising and celebrating behaviours that lead to great progress and promoting and celebrating elite performance inside school and in the wider world
- Valuing and promoting the celebration and understanding of diversity and qualities of our staff and students
- Ensuring that all students and staff feel known, appreciated and supported
- Committing whole-heartedly to collaboration within, between and beyond our academies
- Ensuring our curricula are agents for the promotion of our values

Our Trust consists of

The LiFE Multi Academy Trust currently consists of 10 Schools. Our lead school is Bosworth Academy with the other schools in the Trust being Ashby School, Braunstone Frith Academy, Countesthorpe Academy, Desford Community Primary School, Dovebank Primary School, Kingsway Primary School, Ibstock Community College, Ivanhoe School and the The Winstanley School.

Our offer for all staff joining the LiFE Multi-Academy Trust and our schools

Professional Capital: *'we believe in getting the right people, getting them to work together and getting them to stay'*

STRATEGY	DESCRIPTION
Putting Your Trust in Our Trust	We believe in your development. Everything we do is about creating a team of committed professionals who share our ambition for young people. If you believe in this too, we are committed to providing an exciting, enjoyable and rewarding working environment.
Coaching	Coaching is integral to our success. We support colleagues through coaching; enabling deep reflection, which has allowed us to build a bold, creative and aspirational culture, where collaboration with peers and new approaches to practice are encouraged.
Personal Improvement Plan versus Performance Management	Instead of the usual performance management, we encourage our staff to identify aspirational targets through our 'Personal Improvement Plan' (PIP) process. With your coach, you will look to make significant progress in a critical area of your practice; we believe in valuing the process of improvement not pass or fail numerical targets.
Health and Wellbeing Strategies	<p>Having happy and healthy staff is key to a successful organisation. The Trust is committed to:</p> <ul style="list-style-type: none"> providing employees with a safe, healthy and supportive environment in which to work recognising that the health and wellbeing of our employees is important providing a supportive workplace culture where individuals healthy lifestyle choices are valued and encouraged <p>We are committed to supporting colleagues to overcome the stigma and discrimination of mental health issues within the work place. To show our commitment to this we have publicly signed up to 'Mindful Employer' and the 'Charter for Employers who are Positive about Mental Health'.</p> <p>We believe it is important that we are role models to our students of how to be a healthy adult. We actively promote the importance of a work life balance, offering support to staff on managing stress and workload, as well as a physical activity programme. Access to coaching, counselling and supervision is also available to all staff.</p>
Equality and Equal Opportunities	Our Trust and its schools are committed to ensuring equality of opportunity in line with the Equality Act 2010. The Trust seeks to reduce disadvantages,

	discrimination and inequalities of opportunity, and promote diversity in terms of its students, workforce and our wider communities we serve.
Presumed Professionalism	We have a ‘Presumed Professionalism’ ethos across the Trust. Our staff are professional educators and we recognise the need to support staff to enable a healthy work life balance to allow maximum impact whilst working with our young people and each other. We achieve this by allowing staff to sign out during their free periods, as long as professional duties are not affected. See our policy for further details.
Development of Professional Capital and Excellence	<p>As a Trust we always look to invest in our staff and pride ourselves on our ‘home grown talent’. We pride ourselves on this and believe this has the biggest impact on how our staff understand their communities and make a difference to the lives of our young people.</p> <p>Quite simply, our aim is to employ people who match our ethos and values and enable them to truly collaborate with colleagues across the Trust so that they are satisfied professionally. We provide outstanding training pathways which draw on excellence both within and outside of our Trust to enable you to build your professional capital.</p> <p>Examples of the many opportunities we encourage staff to take up externally include:</p> <ul style="list-style-type: none"> The National Professional Qualification for Senior Leadership (NPQSL) The National Professional Qualification for Headship (NPQH) The National Professional Qualification for Middle Leadership (NPQML) The Outstanding Teacher Programme (OTP) Initial Teacher Training (ITT) <p>Pathways are available at apprenticeship level, NQT, aspiring middle leader, Lead Practitioner and aspiring senior leader level. Some of these courses are led by staff within the Trust and others are externally accredited. In addition, the Trust provides the opportunity of becoming an associate SLT member, enabling middle leaders to gain insight and experience of leadership at the highest level within a school.</p> <p>Support staff have their own Personal Improvement Plan that they use as a tool to create a bespoke professional development plan. All support staff also receive Coaching and training opportunities, in order to help them feel empowered and in charge of their own development.</p> <p>Across the Trust we pride ourselves on equal opportunities for all staff, irrespective of background, gender, disability, religion, sexual orientation or age.</p>

Great Access to Progression and Leadership Responsibility	Further evidence of our investment in 'home grown talent' is that 86% of our TLR holders have been internal appointments. We have clear professional progression pathways within the CPD offered throughout the year at all levels within the Trust.
Collaboration Across all Schools	We are developing relationships across our Trust to enable collaboration to support learning and teaching outcomes. In addition, we are able to offer a joint CPD programme to draw upon expertise across the Trust. Staff work and meet regularly in teams across schools in the Trust and we hold an annual Strategic Planning Day, where each member of the Trust work together.
Sabbatical and Flexible Working Policies	<p>We have developed a unique sabbatical policy to support staff to develop their interests. For some, this has been to develop professionally, whilst others have taken this time to experience travel with their family. See our policy for further details.</p> <p>Flexible working arrangements are also promoted across the Trust where possible, to enable our staff to manage their work life and family commitments.</p>
Strong Induction Process	It is important to us that every member of staff has the right start to working in our Trust. The importance of a good induction is invaluable for new starters irrespective of previous experience. To support this, we have a New Staff Induction Day before the start of term, which enables colleagues to get a real understanding of what the school is about and what it means to be part of the Trust. This day also prepares new staff for our training (conference) days at the beginning of the Autumn term. In addition to this ALL staff are invited to visit a series of lessons across the school year.
ECT Support	Where possible we try to ensure that ECTs have reduced teaching loads to allow them more opportunities for CPD throughout the school week. This also allows for peer to peer observations and additional coaching to take place to develop their practice.
3D Networks	3D Networks are an opportunity for faculties to share good practice and new ideas with colleagues across the school, based on our unique 3D Learning and Teaching model.
Attendance of Staff	Our staff are committed to their roles and ensure that students are supported to maximise their outcomes. Levels of attendance are exceptionally high across all staff and well above national averages in the education sector and beyond.

We are always looking for highly quality teachers and support staff who buy into our values across the LIFE Multi Academy Trust and our school