



Hazel Wood
High School



Receptionist / Administrator

Candidate Pack



Part of the

Oak



Learning Partnership

Receptionist /Administrator

Welcome from the Headteacher

Dear Candidate,

I am privileged to be the Headteacher of Hazel Wood High School. This is a truly inclusive and diverse community where we foster a culture of mutual respect, responsibility and aspiration.

I am immensely proud of our most recent Ofsted inspection, which graded Hazel Wood High School as "Good" in all areas. This outstanding achievement is a testament to the dedication, hard work, and commitment of our exceptional staff, students, and parents/carers who collectively contribute to our school's success. The Ofsted report commends our school for its calm and purposeful learning environment, carefully thought-out programme that promotes personal development, good student progress, and positive school ethos. Our talented and passionate teaching staff consistently go above and beyond to provide stimulating and engaging lessons, having high expectations and fostering a love for learning within our students. The report highlights the outstanding support and guidance our staff provide to every student, ensuring they receive the tailored attention they deserve.

The cumulative impact of all our school improvement work has resulted in us being the most improved school in our area. Attainment and progress indicators at Key Stage 4 have dramatically improved and our Progress 8 score is now above average; student numbers are healthy across all year groups, attendance levels have dramatically improved, and exclusions are falling. Our school has a good reputation for being caring and inclusive and is highly regarded by its local community.

We have high expectations of our staff and a great emphasis on pupil care, which includes a particular focus on outstanding quality teaching and learning, with the aim of achieving excellent outcomes for all students. At Hazel Wood, we place emphasis on effective behaviour management and high-quality teaching, and we support staff to actively apply these within the classroom every day. This, in turn, facilitates the students' ability to understand and meet our expectations.



Receptionist /Administrator

Welcome from the Headteacher

We believe that all our students deserve the very best education that we can provide, and our teaching staff aspire to raise the standards and quality of teaching and learning. This is encouraged through inspiring, and supporting, colleagues with bespoke CPD; and by ensuring that best practice is shared and embedded. Having the right team in place is essential to this.

Hazel Wood High School is seeking to appoint a highly motivated and enthusiastic Receptionist/Administrator. The primary purpose of this post is to provide exceptional customer service and administrative support to ensure the smooth functioning of the school's front office. You will play a crucial role in creating a positive and professional atmosphere that reflects the values and ethos of the school. You will be part of an excellent team and provided with extensive support that will enable you to develop to your full potential both in this role and beyond.

As a part of the Oak Learning Partnership, we are proud of what we have achieved so far and excited by the continuous improvements and changes here at Hazel Wood High. This is an exciting opportunity to work in a forward thinking school, to make a contribution towards shaping its future and build on its successes This appointment will form a key element in the next phase on our journey to outstanding. If you would like to join our excellent team, then we would like to hear more about you.

Visits to the school, prior to application, are both welcomed and encouraged. Please contact the school on **0161 797 6543** or by e-mailing enquiries@hazelwood.oaklp.co.uk to arrange an appointment.

We ask that you do not send CV's, please complete and send your application form and a personal statement to hr@oaklp.co.uk

We encourage you to visit our website to discover more about our values, ethos, and the amazing work we do at Hazel Wood. www.hazelwoodhigh.co.uk

I hope that when you have read the information enclosed, you will be encouraged to apply for this important post. We look forward to receiving your application.

Adele Hulton
Headteacher at Hazel Wood High School



Hazel Wood
High School



"Pupils are happy to attend this school. They wear their uniform with pride. Leaders have high expectations of pupils' behaviour. In the main, this ensures a calm and purposeful learning environment for pupils. Pupils benefit from being part of a diverse and respectful school community".

**Ofsted Report,
March 2023.**

Inclusion is at the
heart of our trust

Introduction to Our Trust

Dear Candidate,

Thank you for your interest in this post at Hazel Wood High School, part of Oak Learning Partnership.

Our trust is cross phase and consists of primary, special, and secondary schools. We have a vision to transform lives through a highly inclusive approach. 'Inclusion is at the heart of our trust'. Which means we are compassionately rigorous and support all of pupils to reach their full potential, we have unconditional positive regard, leave no one behind and everyone is welcome.

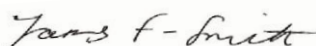
Our schools work closely with one another; they collaborate with purpose, support each other and share collective systems across both educational and business provisions. But it's also important to us that each school has their own identity and individuality. We make sure we focus on impact and ensure clarity and consistency from our leaders, always making sure common sense is at the heart of our decision making.

Our people matter; we understand that we can only achieve our vision by recruiting the right people and providing them with the support, training and time they need in order to allow them to flourish and be the best they can be. Whatever role an individual undertakes within our organisation, they are contributing to our collective aim of transforming lives. We invest heavily in our people ensuring they feel valued, and their well-being is always considered. We understand that if staff feel valued and if the impact they are having is recognised, they can perform at their best.

We are laying strong foundations for growing the Trust and have a clear vision, this role is a key part of our growth strategy and could be an excellent opportunity for the right candidate ready for their next step. We are a values driven organisation, are highly ambitious, passionate about doing things with integrity and have a healthy sense of humour.

If you want to make a difference to young people and join a trust at an exciting part of its journey, we would love to hear from you.

For further information about the trust please visit our website:
www.oaklp.co.uk



James Franklin-Smith
CEO of Oak Learning Partnership

Oak 
Learning Partnership

oaklp.co.uk





“Leaders have identified the important knowledge that they want pupils to know and remember. They have ordered learning carefully to allow pupils to build their knowledge logically over time. Teachers are experts in their subjects, and they use their subject knowledge well to devise appropriate learning activities for pupils. Teachers’ consistent application of leaders’ behaviour policy means that learning is rarely disrupted by poor behaviour”.

Ofsted Report,
March 2023.

Receptionist /Administrator

Salary: Grade 5, SCP 4 – 5, actual pro-rata salary £21,711 – £22,054

Hours: 37.5 hours per week, term time only plus 5 additional days.

Job Description

Normal place of work: Hazel Wood High School, although you may be asked to contribute towards trust wide projects.

Normal working hours: Monday – Friday, 08:00am – 4:00pm.

The post is 37.5 hours per week, term time plus 5 additional days to be worked during periods of school closure.

Responsible to: School Business Manager.

PURPOSE OF THE POST

- To provide courteous and efficient reception support.
- Manage calls effectively to ensure a professional service.
- Control access to the reception area from other staff members.
- Undertake general Reception duties.
- Provide an efficient, responsive and high-quality administrative service to the school.

DUTIES AND RESPONSIBILITIES

Reception:

- Act as the public face of the organisation through excellent customer service on reception and hospitality duties with awareness of the additional requirements or needs of visitors in order to make the school welcoming.
- Take responsibility for front line safeguarding, ensuring that access to the school is controlled.
- Ensure visitors to the school use the school Inventory Entry System to sign in and out.
- Gather information and input visitor information into the Inventory Entry System prior to their arrival to aid a speedier sign in.
- Welcome visitors to the school and ensure they are signed in and allocated appropriate visitor clearance in accordance with the schools safeguarding procedures.
- Ensure all visitors are accounted for during a fire evacuation.
- Photocopy and verify visitors and supply staff photo ID.
- Be responsible for maintaining the professional appearance of the main reception area ensuring up to date marketing materials are available i.e., newsletters and branding.
- Accept deliveries and arrange distribution to the relevant department in conjunction with the facilities team.

Switchboard:

- Respond to telephone, email and face to face enquiries from parents, staff, pupils and the public in a courteous and professional manner.
- Take messages and relay them quickly and accurately.

Administration:

- Manage, in a timely manner, the general school email account, forwarding on to the relevant people or responding as appropriate.
- Deal with all incoming mail and ensure that it is distributed to staff appropriately.
- Maintain manual and computerised records / returns / management information systems.
- Order staff ID badges and distribute.
- Produce letters to parents.
- Send text messages to parents and staff.
- Provide general clerical support including photocopying, faxing, filing scanning, emailing and responding to routine enquiries.
- Be responsible for maintaining an up-to-date internal telephone directory.

Other Responsibilities:

- To support the HR Officer in all day-to-day cover for staff absence where required, providing fair and effective allocation of cover at all times, ensuring the needs of the pupils are met.

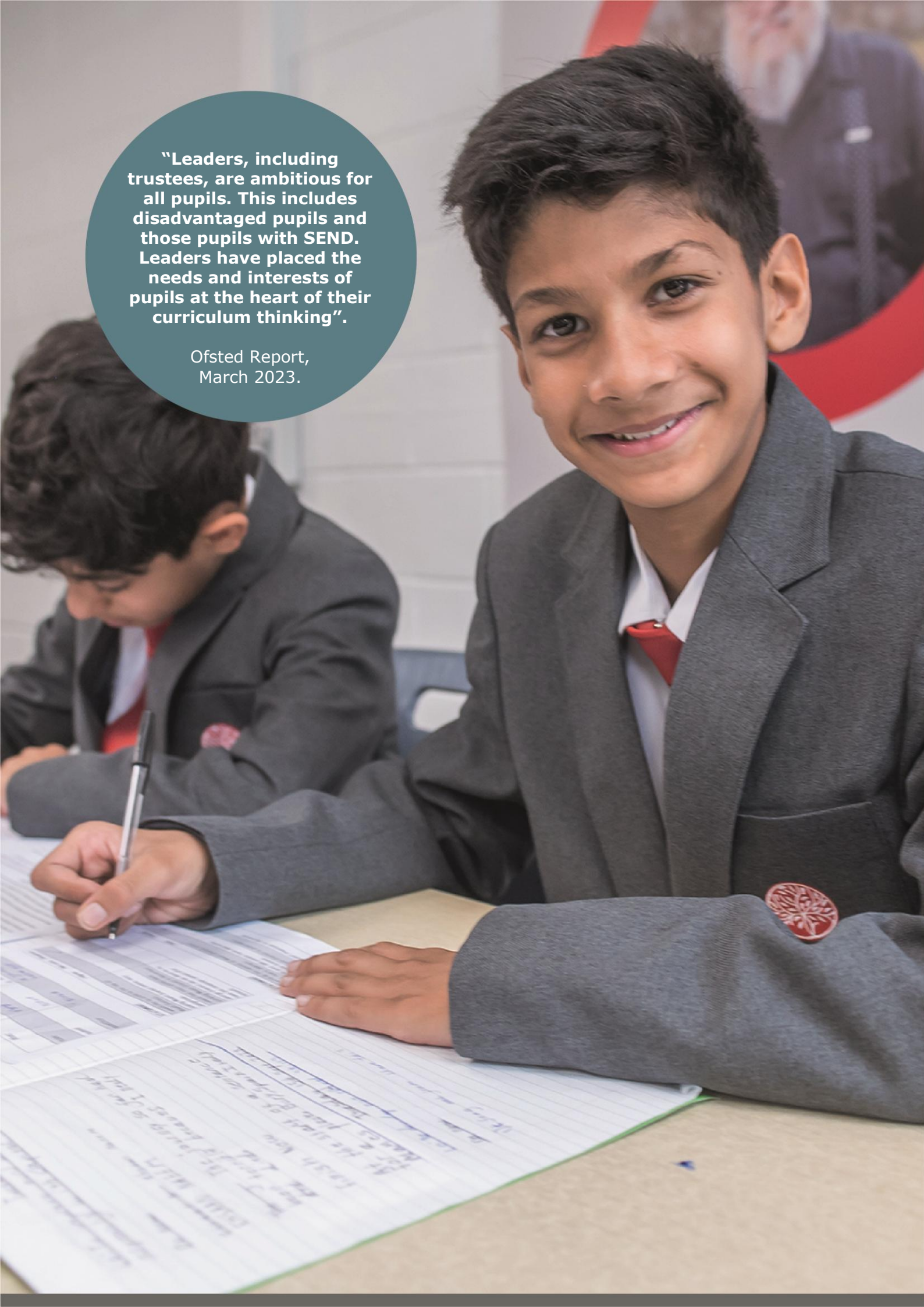
Please note that the job description provided is not an exhaustive list of all responsibilities and duties associated with this position.

Receptionist /Administrator Person Specification

CRITERIA	Experience, Qualifications and Training: On their application form, candidates will demonstrate that they have the following training, qualifications and school experience:	
ESSENTIAL		
<ul style="list-style-type: none"> • GCSE Maths and English at Grades C / 4 or above (or equivalent). • Proven experience of working on a Reception or similar setting. • Knowledge and experience of a various software packages i.e., Microsoft word and Excel. • Proven administration experience. 		
CRITERIA	Ability, Skills and Knowledge: In their statement of suitability and during the selection process, candidates will demonstrate that they have the following ability, skills and knowledge:	
ESSENTIAL		DESIRABLE
<ul style="list-style-type: none"> • Ability to communicate verbally and in writing effectively and confidentially with people at all levels. • Ability to deliver a high standard of customer service. • Ability to deal with situations under pressure in a tactful, calm and confident manner. • Ability to work collaboratively and independently. • 		<ul style="list-style-type: none"> • Demonstrate the ability to operate various software packages i.e., Microsoft Word and Excel.
CRITERIA	Personal style and behaviour: In their statement of suitability and during the selection process, candidates will explain how they have they demonstrate their personal style and behaviour:	
ESSENTIAL		
<ul style="list-style-type: none"> • Ability to work with tact, sensitivity, and confidence. • Be people focused and results driven. • Able to show/use initiative. 		

“Leaders, including trustees, are ambitious for all pupils. This includes disadvantaged pupils and those pupils with SEND. Leaders have placed the needs and interests of pupils at the heart of their curriculum thinking”.

Ofsted Report,
March 2023.





Hazel Wood
High School

Hazel Wood High School

Hazel Avenue
Bury
Lancashire
BL9 7QT

0161 797 6543

enquiries@hazelwood.oaklp.co.uk

www.hazelwoodhigh.co.uk



Part of the

Oak



Learning Partnership