

HaggerstonSchool

Information Pack Receptionist/Administrator



Aspiration | Creativity | Character

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Haggerston School

Dear Candidate,

Thank you for expressing an interest in working at Haggerston School. We are a successful inner-city community school, with a very diverse student population. You would be joining us at an exciting stage of our development from a Good to an outstanding school. Our aspiration is to become one of the best schools in the country and you could play a key role in realising that vision and ambition.

We are looking for someone who has drive and energy, optimism and belief in themselves and others. Someone who believes that all children and young people can achieve excellence, given the right educational support and crucially, the highest standards of teaching. You will also bring resilience, determination and a motivation to transform the opportunities of young people in all parts of the community we serve.

Haggerston is a great place to work. There is a warm and supportive culture and staff feel valued because the school invests in their professional development and wellbeing. We focus on developing simple, sustainable systems which staff can execute well and consistently because we feel this is the key to long-term school improvement. We want our staff to be positive and energetic, with a real investment in the school so we believe in fostering a culture of healthy work-life balance and strong professional relationships. You would also be working in a Grade II listed building, designed by Erno Goldfinger, in a vibrant part of London.

If you are interested in finding out more about the opportunity to work at Haggerston School, please visit our website. To apply you will need to complete the application form, which can be found at: <https://haggerston.hackney.sch.uk/our-school/recruitment/> by 9:00am on **Monday 20th September 2021**. Alternatively, you can also request and submit your application by email at: recruitment@haggerston.hackney.sch.uk. If you would like any further information or wish to discuss this role, please contact the HR Department on **020 7749 4579** or recruitment@haggerston.hackney.sch.uk.

I look forward to receiving your application.



Yours sincerely,

Ciara Emmerson - Headteacher

THE HAGGERSTON WAY - OUR MISSION

Aspiration

We strive to be the best versions of ourselves. We work hard every day to master the knowledge and skills we need to lead successful, fulfilled lives.

Creativity

We create beautiful work to inspire others. We are independent-minded, creative thinkers and problem-solvers.

Character

We are articulate, confident and determined individuals. We work to build the qualities of Resilience, Ambition, Curiosity and Community Spirit.



STAFF REWARDS AND BENEFITS

Incentives:

- Generous **annual leave allowance** for support staff
- **Childcare Vouchers**
- **Cycle Scheme**
- **Tech Scheme**
- **Pension Scheme** - Auto-Enrolment into the Local Government & Teachers' Pension Schemes
- **Season Ticket Loan scheme** (to support with travel expenses)

Professional Development:

- **Performance Appraisal** process enables tailored, personalised professional development
- Access to high quality in-house and external **professional training, including NPQML/SL & NPQH**
- **Annual programme of Leadership development opportunities**, including Leadership lectures and coaching
- Support to complete further academic study and professional qualifications
- Two INSET days per year devoted to **curriculum planning time** in faculties

Lifestyle & Wellbeing:

- **Health and Wellbeing weeks** - three meeting-free weeks over the course of the year, which include wellbeing events for staff such as yoga, massages and mindfulness classes
- **Healthy Eating Options** - subsidised meals available from the canteen and a designated staff coffee shop selling healthy sandwiches, hot and cold drinks, cakes and pastries
- **Parking** - Onsite car parking facilities and bike sheds
- **Staff counselling service** - Aspace provide a professional service free of charge to staff
- **Occupational Health Service** - Medigold Health provide free health advice and support to staff
- **Access to school 3G pitch** - Staff football after school on Fridays
- **CSSC Sports and Leisure (Civil Service Sports Council)** - Staff are eligible to join for £4.25 per month and gain access to Free Entry to English Heritage sites for the member and family, half price cinema tickets, 2 for 1 Tastecard for use in a range of restaurants, 50% off theme park entry

EQUALITY & DIVERSITY - ACTIVELY BUILDING OPPORTUNITIES FOR ALL

Haggerston is a diverse school community; a strength we celebrate and promote. We are committed to equality of opportunity for all members of the School Community and recognise our duty under the law to oppose all forms of discrimination, including on the basis of disability, gender, pregnancy and maternity, religion or belief, sexual orientation and marital or civil partnership status. We oppose all bullying and unlawful discrimination on the basis that a person has a special educational need or learning difficulty, or because English is an additional language. These beliefs are fundamental to how we think and operate as a school, our commitment to principled leadership, and to the values we teach our students.

We ensure that all policies and practices comply with the public sector equality duty set out in section 149 of the Equality Act 2010. However, we want to go further than meeting our statutory duty. In recognition of the lack of diversity in leadership across the education sector and beyond, we seek to provide opportunities for career development for all staff, including those who are often under-represented, such as women, black and ethnic minority leaders. There are some practical steps we can take to support this, such as welcoming applications from staff proposing job shares, looking favourably upon flexible working and part time requests and providing a range of leadership opportunities within school, such as leadership lectures (including from successful female, black and ethnic minority leaders). We are conscious in our recruitment process to mitigate against unconscious bias and seek, wherever possible to have diverse recruitment panels.

SAFEGUARDING

Haggerston School is committed to Safeguarding Children; we have no higher duty than to ensure student safety and wellbeing, educating students so that they can lead successful fulfilling lives. It is a responsibility shared by all staff, governors and those who visit our school.

We also work with parents, carers, local and national agencies to address concerns and keep children safe from harm and exploitation.

In executing these duties, we undertake to:

- Train all staff (including temporary staff) to develop their understanding of how to recognise the signs and indicators of abuse, to know how to respond to a child who discloses abuse and recognise signs of vulnerability to radicalisation or extremism
 - Support staff who have dealt with issues around abuse
 - Establish and maintain an environment where children feel secure, are encouraged to talk, and are listened to
 - Encourage the development of self-esteem and resilience
-
- Ensure children know that there are adults in the school whom they can approach if they are worried
 - Ensure there is a member of staff designated for the support of 'Children in Care'
-
- Include opportunities in the PSHE curriculum for children to develop the knowledge needed to recognise and stay safe from abuse
 - Regularly review and update our procedures, policies and practices
 - Work with parents and carers in partnership to create positive relationships that safeguard children and support families
 - Work with agencies to share information and support families
 - Ensure robust safer recruitment processes are in place at all times, including for temporary staff and visitors to the school site.



The strong sense of community across the school ensures that differences are recognised and celebrated.

OFSTED, 2017



Haggerston School

Post Title:	Receptionist/Administrator
Status:	Permanent, 36 hours per week, Term Time plus 15 Days
Salary:	Scale 4
Line Manager:	Office Manager

JOB DESCRIPTION

Provide a top rate, professional reception service and administrative support to the school.

DUTIES AND RESPONSIBILITIES

The post holder will be expected to:

Reception

- As the first point of contact, create a welcoming and positive atmosphere when receiving visitors, students and staff with a professional, pleasant and efficient manner.
- Maintain the health, safety and security of the school community by ensuring that all visitors are signed in and identification is issued.
- Manage all face to face and telephone enquiries with professionalism and courteousness.
- Take accurate messages, ensuring that they are passed on to the correct personnel by email.
- Provide translation services to parents, visitors and students where necessary.
- Check voicemail messages and distribute accordingly.
- Under direction of SLT/Office Manager or school management deal with specific problems requiring communication with parents and other external contacts.
- Effectively manage incoming and outgoing post and deliveries in line with office procedures.
- Ensure the reception and surrounding areas are presentable at all times.
- Observe office procedures concerning the opening and closing of reception.

Administration & Organisational Support

- Undertake reception duties and deal with enquiries, telephone calls and other communications in line with the school procedures.
- Ensure that work is carried out efficiently, accurately and within deadline.
- Maintain good communications, ensuring instructions for tasks are received clearly and carried out efficiently.
- Assist with mail outs when required, using mail merge for larger mail outs.
- Ensure that all electronic work (ICT) is stored accurately in an accessible way.
- Collect mail and distribute when required.
- Maintain manual and computerised records
- Photocopying.
- Filing.
- Record keeping.

General

- Participate in the annual performance management process
- Participate in section meetings and support staff training and development sessions
- Contribute to the department improvement plan in consultation with the administration team
- To be flexible and work according to the needs of the school, this will include assisting in other sections of the administration area when required
- Organise couriers and taxis as required.
- Monitor CCTV cameras and gates entrance/exit.
- Ensure pigeon holes are clearly labelled post accurately sorted.
- Undertake any other duties as reasonably requested by school management
- The postholder will need to undertake first aid and or fire warden duties if required by the School

Whilst every effort has been made to set down the main duties and responsibilities of the post, each individual task to be undertaken may not be identified .This job description is current at the date shown,

but, in consultation with you, may be changed by the Head teacher to reflect or anticipate changes in the job commensurate with the grade and job title.

The post holder will be expected to work flexibly and carry out other duties commensurate with the grade.

PERSON SPECIFICATION

Receptionist & Administrator

Qualifications/Knowledge

- A good level of education, particularly literacy and numeracy skills (GCSE A-C in English & Maths) *
- A good working knowledge of Microsoft Office software, incl. Excel and Word *
- A good working knowledge of SIMS *

Experience

- Successful reception and administrative or clerical experience, ideally in an educational environment*
- Successful experience of working with general public, young people and colleagues *

Skills

- Effective time management skills and the ability to be responsive and efficient
- Excellent ICT skills (T)
- Excellent telephone manner
- The ability to work to agreed quality levels and service standards to deadline.
- The ability to multi-task efficiently and see tasks through to completion.
- Accurate and efficient word processing skills (T)
- Good interpersonal skills and the ability to communicate effectively orally and in writing *
- The ability to record accurate messages and distribute to appropriate staff in a quick and efficient manner.

Personal Attributes

- Ability to work co-operatively and sensitively with others, both independently and as part of a team.
- Committed to professional development and training.
- Committed to equal opportunities and working in a multi-cultural environment.
- Enthusiastic and self-motivated.
- Ability to display a calm, tactful and responsible attitude.
- Flexible approach and the ability to adapt to change within the working environment.
- Ability to take instruction and work on own initiative.
- Ability to remain calm under pressure.
- Provide a professional, pleasant and efficient impression to staff and visitors.
- Ability to give and receive instruction in a professional manner.

Shortlisting criteria are marked * - please provide evidence in your application how you meet this criteria.

Criteria marked T will be tested at interview stage

Receptionist/Administrator

Permanent, Term Time plus 15 Days

36 hours per week

Scale 4: £24,279 to £25,614 pa FTE (£22,560 to £23,801 actual salary)

Start date: Immediate

We wish to appoint a Receptionist/Administrator who will act as the first point of contact at the school, dealing with front line enquires from students, staff and visitors providing a highly professional and efficient reception service.

Haggerston School was judged 'good' by OFSTED in October 2017. The OFSTED report noted: "Staff have high morale. They are proud to work at the school and feel that leaders support them in a variety of ways. These include providing training to meet their individual needs."

We are looking for someone who has:

- Experience of reception and administration, ideally in an educational environment
- Excellent interpersonal skills, is calm, professional and responsible and who works well both in a team and on their own initiative
- Excellent ICT skills and telephone manner

We can offer you:

- children and young people who are eager to learn and progress
- an excellent physical environment recently refurbished and extended under BSF
- a school committed to your professional development
- work in a team where your skills, enthusiasm and hard work will be appreciated

Download an application pack from the school's website or you can request one by contacting the HR Department via e-mail: recruitment@haggerston.hackney.sch.uk

Application forms can also be returned to HR via email

Application closing date: 9am Monday 20th September 2021

Interview and Assessment: Thursday 23rd September 2021

We are a diverse community. committed to equality, and welcome applications from candidates from black and ethnic minority backgrounds.

Haggerston School is committed to the safeguarding and welfare of young people and expects all staff to share this commitment. Our commitment is underpinned by robust processes and procedures that seek to minimise risk and continuously promote a culture of safeguarding amongst our workforce. All posts within the school are subject to an enhanced DBS check. We welcome applications from all sections of the community, regardless of gender, race, religion, disability, sexual orientation or age.



Haggerston School

APPLICATION AND RECRUITMENT PROCESS - EXPLANATORY NOTE

Application Form

- Applications will only be accepted from candidates completing the enclosed application form in full.
- Candidates should be aware that all posts in the School involve some degree of responsibility for safeguarding children, although the extent of that responsibility will vary according to the nature of the post. Please see job description.

- Accordingly this post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared.
- The successful applicant will be required to complete an enhanced Disclosure from the Disclosure and Barring Service (formerly known as the Criminal Records Bureau).
- We may seek references on shortlisted candidates and may approach previous employers for information to verify particular experience or qualifications, before interview.
- If you are currently working with children, on either a paid or voluntary basis, your current employer will be asked about disciplinary offences, including disciplinary offences relating to children or young persons (whether the disciplinary sanction is current or time expired), and whether you have been the subject of any safeguarding (child protection) allegations or concerns and, if so, the outcome of any enquiry or disciplinary procedure. If you are not currently working with children but have done so in the past, that previous employer will be asked about those issues. Where neither your current nor previous employment has involved working with children, your current employer will still be asked about your suitability to work with children, although he/she may, where appropriate, answer not applicable if your duties have not brought you into contact with children or young persons.
- You should be aware that provision of false information is an offence and could result in your application being rejected or summary dismissal if you are selected, and possible referral to the police and/or the Disclosure and Barring Service.

Invitation to Interview

- If you are invited to interview this will be conducted in person and will explore any safeguarding issues and suitability to work with children as well as your previous employment record.

Conditional Offer of Appointment: Pre-Appointment Checks

Any offer to a successful candidate will be conditional upon:

- receipt of at least two satisfactory references (if these have not already been received)
- verification of identity and qualifications
- Barred List Check
- a satisfactory enhanced Disclosure and Barring Service check
- where the successful candidate has worked or been resident overseas in the previous five years, such checks and confirmations as the school may require in accordance with statutory guidance
- verification of medical fitness in accordance with DCSF Circular 4/99 Physical and Mental Fitness to Teach of Teachers and Entrants to Initial Teacher Training
- satisfactory completion of a probationary period

WARNING

Where a candidate is:

- found to be on the Barred List, or the enhanced Disclosure and Barring Service disclosure shows he/she has been disqualified from working with children by a Court; or
- found to have provided false information in, or in support of, his/her application; or
- the subject of serious expressions of concern as to his/her suitability to work with children, the facts will be reported to the Police and/or the Disclosure and Barring Service.