

# Receptionist/Administrator





# Candidate Letter

Dear Candidate,

Thank you for your interest in joining our highly motivated, innovative team of around 20 teachers and 35 associate staff from all walks of life. We are a highly collaborative, mutually supportive and dedicated staff team.

Working together to understand the unique, complex learning and additional needs of our 145 students, sharing expertise and embedding best practice are all hard-wired into our weekly schedule with daily briefings as well as regular meetings. There is plenty of support for continuing professional development for those who want to progress their careers and for those who want to become even better at what they do.

Expectations for student outcomes are high, but helping them overcome barriers to learning is an equally important part of our role. About 40% of our students have autism or other social communication difficulties, a quarter have speech and language needs and others have physical challenges or complex health care needs. Practitioners at The Abbey gain a significant proportion of their job satisfaction from the little 'wins' every week.

Structure and routine are vital, but the curriculum is an ambitious combination of academic and life-skills learning to prepare our students for future education and training, more independent living and better employment prospects so no two days are the same. We embrace the challenges, seeking solutions and improvements and are not afraid to try new things. We share the 'laughs' and celebrate the achievements.

I very much look forward to receiving your application and perhaps having the opportunity to meet you beforehand, introduce you to our fantastic students and staff and show you our amazing school. In the meantime, if you have any queries not covered in the application pack, please contact the school office on 01252 725059 or email [enquiries@abbey.surrey.sch.uk](mailto:enquiries@abbey.surrey.sch.uk) and one of the team will get back to you. I would also encourage you to have a look at the school website [www.abbey.surrey.sch.uk](http://www.abbey.surrey.sch.uk) if you would like to find out a bit more (the Year 11 leavers' films in the news area give you a fantastic insight into the Abbey School journey for our students).



David Jackson  
Head teacher



# Job Advert

**Receptionist/Administrator**  
**Full Time, Term Time + 1 week**  
**40 hrs over 5 days**  
**8.00am – 4.30pm**  
**(30 mins unpaid lunchbreak)**

**(Part time or job share may be considered for the right person)**

**Pay scale WA5-14 to WA5-20**  
**(FTE: £24,580 to £28,569 pa)**  
**(Actual: £24,094 to £28,004pa)**

We are a special school for secondary pupils from Years 7 to 11 who have learning and additional needs. We are now looking for an experienced, confident, patient and efficient administrator/receptionist to ensure every visitor receives a warm and professional welcome at The Abbey.

Applicants will require a confident and friendly manner, be a team player, have the ability to work to deadlines and remain calm under pressure. Applicants must be able to work autonomously or as part of a team. Excellent IT skills and strong interpersonal skills are a must, as is a good sense of humour!

The successful candidate will enjoy working as part of a team, have excellent keyboard skills and experience in working within a school or busy office environment.

The Abbey School converted to Academy status on 1<sup>st</sup> September 2018 and is part of the Weydon Multi Academy Trust (WMAT). We were graded Outstanding by OFSTED in 2009, 2012, 2016, December 2022 and June 2024.





# Job Description

## Receptionist/Administrator Job description

The Abbey School is committed to creating a diverse workforce. We'll consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

This job description recognizes the requirements of the current pay and conditions regulations and reflects the vision, aims and policies established by the Governors of the school.

### Job details

**Salary:** WA5-14 to WA5-20 (FTE £24,580 - £28,569 pa), (Actual £24,094 - £28,004 pa)

**Hours:** 40 per week (30 mins unpaid lunchbreak), term time plus one week (40 weeks) 8.00am – 4.30pm

**Contract type:** Permanent

**Reporting to:** Operations Manager

### Duties and responsibilities

The successful applicant's duties will include but not be limited to:

#### Reception Duties

- All aspects of communication into and from the school including email, electronic systems, telephone, social media and letter writing
- Professional, polite but friendly customer service to all visitors including parents, staff, students and all other stakeholders
- Overseeing student absence process each day
- Due diligence with safeguarding including visitors with DBS documentation to the school
- Adhere to GDPR legislation in working practices
- Ensure school transport drivers are completing daily information and following school protocols
- Communicate redistribution of post and deliveries received into school

#### Administration Tasks

- Responsible for incoming funds into school for trips, donations and accurate recording, reconciliation and banking



- DBS checks for new starters including ID checking and completing the DBS process through to certification. Communicating regularly with the HR Manager on DBS status of staff. DBS mandatory training to be attended
- Monitoring incoming and outgoing mail from central school email
- Updating electronic calendar appointments and diaries
- Updating student information on internal electronic systems
- Overseeing school registers and daily administration for fire evacuations
- Student and staff information to be kept updated on internal electronic systems
- General office duties, including filing and keeping forms up to date
- Organise parent tours and meetings and advising potential parents on the admissions process
- Liaising with the school caterers, supporting parents/carers in the use of the school meals ordering portal and ordering food for staff lunches and meetings.

#### Personal Assistant Support

- Diary management for Head Teacher
- Support Head teacher with aspects of admissions process
- Updating Single Central Register (SCR) records

#### Occasional Responsibilities / Supporting Team

- Be prepared to undertake first aid training including epi pen and epilepsy and administering first aid when required
- Monitoring students in the medical room and associated admin tasks
- Orders, requisitions and invoice process
- Health and Safety admin including policies, training and Every Compliance system
- Arrange and book staff training/meetings
- Support all aspects of recruitment and complete Safer Recruitment training
- Minute taking
- Maintain central stationery supplies and orders
- Use school credit card using procurement process for purchasing, sourcing stock when needed
- Filing tasks including personnel files if required
- Involvement in school life, attending and supporting consultation evenings and open events, as required
- Ad hoc administration tasks as and when required, answering queries and supporting school staff



All staff are required to safeguard and promote the welfare of children and young people, and follow school policies and the WMAT staff code of conduct.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Teaching Assistant will carry out. The postholder will be expected to undertake any duties which may reasonably fall within the level of responsibility and competence of the post, as directed by the headteacher or line manager.

## Person Specification

CRITERIA	QUALITIES
<b>Education &amp; Training</b>	<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>English and Maths at GCSE grade 4 or equivalent</li> <li>Ability to use a range of IT applications; Microsoft Office – Word, Excel, Outlook, Google Documents, Publisher and Power Point</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>Schools systems e.g. SIMS/ Arbor, Inventory, Google Drive</li> </ul>
<b>Skills &amp; Experience</b>	<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>Appropriate experience in administration</li> <li>Proven track record of effective working within a team</li> <li>Accurate written communication skills, including proof-reading</li> <li>Handling sensitive and confidential information</li> <li>Liaising with parents/carers</li> <li>Ability to multi-task and prioritise workload</li> <li>Excellent telephone manner</li> <li>Communication skills to be excellent at all levels</li> <li>Customer service focused</li> <li>Be able to work autonomously or as part of a team</li> <li>Accurate data input</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>Working in a school setting</li> <li>DBS – knowledge of process (training can be provided, mandatory DBS training to be attended)</li> <li>Knowledge of Special Educational Needs</li> </ul>



<p><b>Personal Qualities</b></p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>▪ Able to interact effectively with staff, parents, students and outside agencies</li> <li>▪ Efficient, organised and meticulous</li> <li>▪ Sensitive, empathetic, patient, confident, sense of humour, team player</li> <li>▪ Discreet with confidential and sensitive information</li> <li>▪ Excellent verbal skills</li> <li>▪ Motivation to learn new skills and quickly acquire new areas of knowledge</li> <li>▪ Able to prioritise work load</li> <li>▪ Flexible working and ability to multi-task</li> <li>▪ Use own initiative where appropriate</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>▪ Calm in a crisis</li> <li>▪ Flexible to working hours</li> </ul>
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**Notes:**

The nature of this role is changeable, therefore reasonable requests outside of this job description may be needed. This job description may be amended at any time in consultation with the postholder.

The above responsibilities are subject to the general duties and responsibilities contained in the written statement of conditions of employment (the Contract of Employment).

The post holder is required to support and encourage the school's ethos and its objectives, policies and procedures as agreed by the governing body. This post requires an enhanced DBS check.



## The Abbey can offer:

- Amazing students who want to learn
- A brand new, state of the art, English classroom
- Excellent IT facilities in a modern school fit for 21<sup>st</sup> century teaching
- A range of CPD opportunities to support professional development inside and outside the classroom.
- A range of evidence-informed strategies to support teaching and learning inside the classroom.
- A consistent approach to behaviour which ensures learning is not disrupted.
- A welcoming and supportive staff community
- Opportunities to collaborate across a range of mainstream and specialist provision schools within the Weydon MAT.
- External leadership/NPQ opportunities, including supporting masters' applications and aspiring senior leader's development programme
- On site car parking
- Westfield Health Cash Plan  
<https://www.westfieldhealth.com/individual/health-cash-plan>







## Project 2022

The Abbey has undergone huge investment as we have expanded from a 2 to 3 form entry school to support Surrey County Council's SEND Sufficiency Strategy.

'Project 2022' is now completed and provides The Abbey with:

- 15 x general classrooms (nine of these are brand new)
- A brand-new specialist Computing classroom
- A brand-new Food Technology classroom
- A brand-new specialist Art room
- A brand-new specialist Music/Drama classroom
- A brand-new Design Technology classroom
- Two specialist Science labs (one is brand-new)

In addition, there is:

- A full size sports hall and two new PE storage areas
- A brand-new multi-use games area (MUGA)
- A brand-new staff room
- A brand-new school office
- A new, fully-furnished waiting area for parents, carers and visitors to the school
- A brand-new conference/meeting room
- 4 additional therapy rooms
- New boys' and girls' PE changing rooms
- Five additional offices
- Two new disabled toilets
- A state-of-the-art staff workroom

This is a really exciting time for The Abbey, we have watched the transformation of our school allowing us to expand and flourish in our new buildings with their first-class technology. Completing Project 22 has included completely refurbishing our IT network and systems across the school. More than £200,000 has been spent on achieving this.

All classrooms are now equipped with state-of-the-art interactive whiteboards, wi-fi and an internet-based phone system. Every student has also been provided with their own Chromebook fully funded by the school to aid their learning which came at no cost to our parents. These are regularly used in lessons.



# How to Apply

Please complete the application form provided (or download a copy from the school website <https://www.abbey.surrey.sch.uk/1270/vacancies> ) and send to:

Zoe Mackie,  
Operations Manager  
The Abbey School, Menin Way, Farnham GU9 8DY  
e-mail: [recruitment@abbey.surrey.sch.uk](mailto:recruitment@abbey.surrey.sch.uk)

**PLEASE NOTE THAT NEITHER CVs OR COVERING LETTERS WILL BE ACCEPTED**

**The Abbey School reserves the right to interview candidates and appoint before the closing date.**

Application Deadline Date : 9am, Tuesday 01 October 2024  
Interview Date: Friday 04 October 2024 (time tbc)

**We look forward to receiving your application to join our  
dedicated and passionate team**

**The Abbey is committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment. Enhanced DBS, Children's Barred List and Right to work in the UK checks are required for this post.**

**The Abbey School is committed to creating a diverse workforce. We'll consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.**

Enclosures/attachments:

- Application Form
- WMAT Staff Prospectus
- FPN for Applicants