

# Information Pack for

**Receptionist**



FORTIOR·QUO·PARATIOR  
The Better Prepared the Stronger



**Hornsey School for Girls**

**Inderwick Road, Hornsey, London, N8 9JF**

**Headteacher – Ms Kuljit Rahelu**

**[www.hsg.haringey.sch.uk](http://www.hsg.haringey.sch.uk)**



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**For further information about the school please see our website at  
[www.hsg.haringey.sch.uk](http://www.hsg.haringey.sch.uk)**

## Headteacher's Welcome

Thank you for considering our school as your next career move. We are a unique provision in the borough of Haringey as the only Girls School in the borough. We are a community school and when you join us, that is what you become – part of a caring, aspirational community with supportive colleagues and awesome students at all levels.



Hornsey School for Girls lives and breathes its motto – ‘The better prepared the stronger’ We recognise that our students have limitless potential and our school will create, through its experiences and teaching, the next generation of leaders, innovators and social change. We know that in extremely competitive environments in the workplace as well as academically, preparation to succeed is critical. Academia is important to us – but not at the cost of the emotional wellbeing of our school community. For students this means we support their wellbeing every step of the way. We also value our staff team. We want all of our team to have a healthy work/life balance and have a confidential employee assistance programme in place.

The school is a 5 form entry comprehensive. Our standards and expectations are high of all – we are not the school for you if meeting expectations including above average outcomes for exam classes is not your priority. It absolutely is ours, and we manage this by giving you the tools and resources you need to enable this to happen. Our outcomes at Key stage 4 have consistently been above average since 2016. This is a trend we intend to keep and we can only do this by supporting and enhancing our greatest assets – our diverse staff and student body.

You join us knowing you join a ‘good’ school. This school is a dynamic and exciting learning environment with creative teaching and learning as the norm. Our students are bright, articulate and intellectually curious about the world we live in. They are committed to social justice and they are supported in this by a broad curriculum which allows them avenues to flourish, explore their passion and experience the diversity of the world around them. If this sounds like the kind of school you want to work in, then we would be delighted to receive your application.

We look forward to receiving your application.



Kuljit Rahelu

Headteacher

# Hornsey School for Girls

## The Better Prepared the Stronger

### Ethos

Our key priority is to ensure high achievement for every girl at Hornsey. Through high standards of teaching, our broad and balanced academic curriculum and our extensive opportunities we inspire every young woman to raise her expectations and to be ambitious to fulfil her potential. We foster a love of learning for all of our students and encourage creativity and innovation across the curriculum.



As an international school, Hornsey students are encouraged to participate in national and international issues with integrity and confidence. We believe that every student has an opportunity to have an impact in influencing the world around us and we nurture leadership qualities in all of our students.

Our safe and welcoming school ethos is conducive to effective learning enabling every student to thrive in a calm and purposeful atmosphere. We foster healthy relationships, resilience and collaboration between students in order to prepare them for their world of tomorrow as well as today.

### Values

- 1. Have respect for all.** Treat everyone and everything around you with the highest respect.
- 2. Show kindness to everyone.** Celebrate everyone for who they are including their race, culture, ability, sexuality and individuality.
- 3. Give 100%.** Work hard in lessons and at home; give everything you do your absolute best at all times.

## Work Life balance – reasons to work with us

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Our school is committed to ensuring all employees have support and guidance to ensure their mental wellbeing and work life balance is healthy. Additionally the school offers:

- A supportive line management structure
- Regular opt-in to staff wellbeing events hosted in school and outside
- Welcomes flexible working applications and agree all those that meet the business needs of the school
- Staff consultation group to share your ideas and views
- Generous Local Government Pension Scheme
- An Employee Assistance Programme (EAP)

# JOB DESCRIPTION - Receptionist

**Job Title:** Receptionist

**Salary range:** Scale 4

**Responsible for:** There are no line management responsibilities with this post.

**Reporting to:** Office Manager

## **Job Purpose:**

The post holder will be the Main School Receptionist and, as such, is responsible for the efficient and smooth running of the Reception area. This includes dealing with telephone and all other enquiries effectively and in line with the key values of Hornsey School for Girls. The candidate will be expected to undertake administration duties throughout their day to support school staff.

Liasing with all school staff, students, parents, visitors, external agencies.

**Terms & Conditions:** 36 hours x 52 weeks per annum. Colleagues may be required to work out of hours by negotiation.

## **Core responsibilities (exact responsibilities to be agreed on appointment):**

- Act as the main school Receptionist, dealing with all visitors and enquiries.
- Ensure that all visitors complete the signing in and out process, including the production of a badge with a photograph of the visitor and alerting visitors to the safeguarding information on the desk
- Manage and maintain the school reception area to keep it tidy, relevant and up to date.
- Manage and monitor the school telephone system answering all calls within 4 rings
- Organise hospitality for training events and meetings as required.
- Liaise with external organisations as required.
- Provide administrative and first aid support within the back office, for students, visitors and other departments as needed.
- Ensure competent IT use of Google Drive/Docs/Forms and other online portals to increase efficiencies and support teaching staff
- Operate as a member of the support staff within the school in meeting all its administrative needs, including the completion of holiday work.
- Organise post including postcards to students provided by staff
- Be a first aider
- Undertake Health & Safety duties as directed by the office manager to ensure that the school meets its duty of care to all students, staff and visitors.
- To be highly professional in conduct, presentation and interaction with all visitors
- To undertake any other reasonable request by senior staff or line managers The post holder will be a member of the school's Critical Incident Support Team and will assist the Headteacher and Leadership team in an emergency
- Assist in the supervision of students as required, for example in exams, on trips and at break times.
- The post holder will be required to demonstrate a continual positive commitment to the school's policies including those relating to safeguarding children, health & safety, and equal opportunities.
- Implement and follow all school and LA policies and procedures, including giving due regard to the schools equal opportunity policy.
- Ensure all work is appropriately documented and kept up-to-date.
- Keep abreast of current legislation and developments appropriate to this role and attend training.
- Participate fully in the School's Self-Review, Performance Management/Staff Review and School Improvement Plan procedures.

# JOB DESCRIPTION - Receptionist

## **Arrangements for appraisal of performance:**

There is an annual appraisal cycle carried out by line managers, which seeks to acknowledge success, resolve problems and identify training / development needs

*The Post holder may be required to perform duties other than those given above. These may vary from time to time without changing the general level of responsibility.*

*Such variations would not justify the re-evaluation of a post.*

## **School Ethos**

For Hornsey staff in general:

- To play a full part in the life of the school community, to support its distinctive vision and ethos to lead staff and students in doing the same.
- To actively support the school's corporate policies and aspirations.
- To adhere to the staff professional code of conduct as developed collectively by staff.
- To comply with the schools Health and Safety Policy and undertake risk assessments as appropriate.

*Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not be identified.*

Excellence is expected by all in the school's community where a dynamic and challenging learning environment helps to realise the ambitions of all and continues to ensure exam results are above the national average. The school is committed to preparing students to be responsible, articulate and intellectually curious about the world they live in with confidence. Supporting a creative approach to teaching and learning is established and expected by all.

It is expected that the post holder will carry out her/his responsibilities within this philosophy. The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

**This role is subject to an enhanced DBS check.**

Job Title: Receptionist

## Safeguarding statement

**Our core safeguarding principles are:**

### **Promotion**

- Making sure pupils, parents, staff and all adults that come into contact with children know the systems and the support in place to keep children safe and there is a culture of vigilance permeating across the school

### **Prevention**

- Positive, supportive, vigilant, open and safe culture. Well taught curriculum that includes relationships and online safety, pastoral opportunities for children and safer recruitment procedures

### **Protection**

- Following the agreed procedures, ensuring all staff are trained and supported to recognise and respond appropriately and sensitively to safeguarding concerns.

### **Support**

- For all learners, parents and staff, and where appropriate specific interventions that are required for those who may be at risk of harm.

### **Working with parents and other agencies**

- To ensure timely, appropriate communications and actions are undertaken when safeguarding concerns arise.

### **The school will:**

- Establish and maintain an environment where children feel secure, are encouraged to talk, and are listened to
- Ensure students and parents know that there are adults in the school whom they can approach if they are worried
- Include opportunities in the citizenship (personal, social, health, education) CPSHE curriculum for students to develop the skills they need to recognise and stay safe from abuse
- Act in the best interests of children first. All children have a right to be heard and to have their wishes and feelings taken into account and all children regardless of age, gender, ability, culture, race, language, religion or sexual identity, have equal rights to protection.

Recognise the importance of safeguarding and the promotion of children's welfare at all times. Safeguarding is embedded in all the school's processes and procedures and at the heart of our school to provide an ethos and environment that will help children to be safe and feel safe. In our school children are respected and encouraged to talk openly. All our staff understand safe professional practice and adhere to our safeguarding policies

# PERSON SPECIFICATION — Receptionist

	Essential or Desirable
<b>Qualifications &amp; Experience</b>	
<ul style="list-style-type: none"> <li>● Role related Level 3 qualification is desirable.</li> <li>● Minimum Level 2 (Grade C) qualification or equivalent in English and Maths.</li> <li>● Relevant experience in a secondary school setting is desirable</li> <li>● Outstanding record of attendance and punctuality.</li> </ul>	<ul style="list-style-type: none"> <li>● Desirable</li> <li>● Essential</li> <li>● Desirable</li> <li>● Essential</li> </ul>
<b>Knowledge &amp; Skills</b>	
<ul style="list-style-type: none"> <li>● Outstanding interpersonal skills.</li> <li>● Ability to use the telephone system.</li> <li>● Good IT skills including proficiency in relevant programmes</li> <li>● High quality administrative skills.</li> <li>● Ability to communicate clearly and effectively, both orally and in written form.</li> <li>● The ability to manage time effectively and adhere to deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>● Essential</li> <li>● Desirable</li> <li>● Essential</li> <li>● Essential</li> <li>● Essential</li> <li>● Essential</li> </ul>
<b>Personal Qualities</b>	
<ul style="list-style-type: none"> <li>● A willingness to be flexible with an ability to prioritise.</li> <li>● Ability to deal with difficult situations and remain calm and professional when challenged in a confrontational manner.</li> <li>● Self-confidence and the ability to deal with enquiries in a confidential and purposeful manner.</li> <li>● A self-starter who is organised and who can set and meet deadlines; a problem solver who always wants to achieve better levels of service.</li> <li>● Ability to work under pressure and be resilient.</li> </ul>	<ul style="list-style-type: none"> <li>● Desirable</li> <li>● Essential</li> <li>● Essential</li> <li>● Desirable</li> <li>● Desirable</li> </ul>
<b>Equal Opportunities</b>	
<ul style="list-style-type: none"> <li>● Commitment to implementation of the school's equal opportunities policy</li> </ul>	<ul style="list-style-type: none"> <li>● Essential</li> </ul>
<b>Continuous Professional Development</b>	
<ul style="list-style-type: none"> <li>● Willingness to undertake additional training / staff development at appropriate</li> <li>● Ability to reflect on your own professional practice</li> </ul>	<ul style="list-style-type: none"> <li>● Essential</li> <li>● Desirable</li> </ul>

# PERSON SPECIFICATION — Receptionist

Other Requirements	

## CONFIRMATION OF JOB DESCRIPTION AND PERSON SPECIFICATION

**POST:**

**NAME:**

I confirm that I have read this job description and person specification

*Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not be identified.*

### **Signatures:**

The job description is current at the date below but may be reviewed, in consultation with you, and may be changed to reflect changes in the job requirements which are commensurate with the job title and grade.

Signed.....

Date .....