

The people behind  
the magic.



**HONLEY**  
HIGH SCHOOL



**JOIN OUR TEAM**

# Receptionist

**Salary:** Band C (NJC point 4-6) **Full Time:** £23,114 - £23,893 **Actual:** £19,681 - £20,344

**Contract:** Permanent

**Hours:** 37 hours per week, Monday to Friday (hours to be worked between 8.15am and 4.30pm),  
term time only plus 2 days,

**Closing Date:** Wednesday 3<sup>rd</sup> July 2024 at 9am

**Interview:** tbc

**Start Date:** September 2024



**Together**  
Learning Trust

## THE SCHOOL

# Exceptional opportunities, exceptional outcomes



We are proud of the high quality education we offer at Honley. We are traditionally one of the highest performing schools in the region and this is directly attributable to the hard work and dedication of our entire staff team. We want our children to be the best that they can be and so there is a continual drive to develop and improve as professionals. As Ofsted stated following our last inspection: *"Pupil outcomes are good because teachers have high expectations of what children can achieve and plan interesting tasks that engage pupils in their learning."*

But these crucial years of adolescence are about more than exceptional performance in examinations. The world is changing more rapidly than any one of us can predict, and if our children are to thrive, they will need to develop personal skills and qualities alongside their academic qualifications. They will need a questioning mind, perseverance and resilience. They will need to be adaptable, creative and self-disciplined. These attributes are hard to measure but equally important, and we see it as our duty to develop students' character, as well as pursuing academic excellence.

We are nationally recognised for our sporting achievements and have a proud and enviable record in technology, drama and the creative arts.

Honley High is a fantastic place to work and learn and we are always aiming to develop even further. We live by our school motto. The quality of every interaction we have with students and staff establishes a culture where everyone can 'strive for the highest' and achieve great things.

We are looking for an extraordinary individual to join our school and really make a difference in the lives of our young people.

**Liz Lord, HEAD OF SCHOOL**



*"I am pleased that the school has such high standards and expectations for the children and encourages them to meet these at all times; this sets the children up for later life. Whilst striving for these standards, the school maintains a nurturing environment."*

**- PARENT COMMENT**

EXPLORE MORE



[www.honleyhigh.co.uk](http://www.honleyhigh.co.uk)



HonleyHighSchool



@HonleyHighUK



# When schools collaborate, incredible things happen.

Together Learning Trust is a thriving local family of schools. By this autumn we will comprise of three secondary schools, two school sixth forms, five primary schools and a special school, inspiring 5800 young people in Calderdale and Kirklees. We are driven by a shared commitment to providing magical learning experiences for all our children and a belief that all of them can achieve great things.

Exceptional achievement stems from developing world class teaching and learning. Creativity is the core of our values. Our staff are amazing, in both the relationships they forge and the incredible range of opportunities they make possible. We get great results, but we give and expect so much more. We are shaping a generation of future global citizens with the character they need to succeed; with the integrity and commitment to excellence that will enable them to thrive.

Together Learning Trust schools are wonderful places to work. We value and support our team across all our schools, and recognise the ideas, experience and expertise of our staff. Being part of the Trust opens up new opportunities for staff development. The Trust schools work closely together to identify and then implement the best school improvement strategies across its schools. Our aim is to grow great people and talent.

We cherish our staff, support their wellbeing and enable them to flourish. Being part of Together Learning Trust feels special due to the unique nature of the schools and the opportunities it brings for staff, students and communities to collaborate. For everyone involved in our Trust our mission is simple. To **Grow, Excel, and Learn Together.**

What could we do, together?

**DAVID LORD, CHIEF EXECUTIVE OFFICER**



*"I believe that the support that schools can provide each other cannot be underestimated. Being part of the Together Learning Trust enables our schools to continue to flourish and develop within a supportive school focused community, where the expertise of those who have a hands on understanding of our children will lead the way forward."*

**- LIZ WOODFIELD, HEADTEACHER,  
MELTHAM MOOR PRIMARY SCHOOL**

EXPLORE MORE



[www.togetherlearningtrust.co.uk](http://www.togetherlearningtrust.co.uk)

**Together**  
Learning Trust

## THE JOB

# Receptionist

Are you a passionate, friendly and organised when it comes to providing support and resources to visitors and students? Do you recognize yourself as having strong communication skills, having empathy and a helpful nature? Are you a strong team player who can enhance the greeting and welcome experience for all visitors to our safe, vibrant, and happy school? If this sounds like you, we'd love to hear from you.

### What we're looking for

Someone with:

- a friendly and professional outlook
- the ability to provide an efficient, flexible and responsive service
- great attention to detail
- the ability to prioritise workload
- the ability to promote the values and ethos of the school.

### What you'll get in return?

You'll be joining a school and Trust which is all about putting staff first – with numerous wellbeing initiatives and social events to enjoy each term!

### Benefits

- Automatic enrolment to the West Yorkshire Pension Fund
- Staff development through appraisal and CPD
- Access to a canteen
- Access to our Employee Assistance Programme
- Cycle to Work Scheme
- Great transport links – Honley Train Station is across the road
- Free onsite car parking
- Collaboration with Trust colleagues in similar roles
- Working as part of a creative and supportive team who want the best for all of our students

### What the role involves in a nutshell:

- Provide a first-line efficient and effective reception service to school
- Provide a friendly, professional and customer focused services to all stakeholders (including but not limited to; visitors, students and governors)
- Support student services and undertake relevant duties as directed
- To deal with incoming and outgoing mail, including parcels and special deliveries as well as deliveries into school

If our school sounds like a place in which you could really make a difference, then we'd love to hear from you.

## JOB DESCRIPTION

# Receptionist



<b>Responsible to:</b>	Student Services Lead
<b>Responsible for:</b>	N/A
<b>Scale/Salary</b>	Band C (4-6) 37 hours per week, term time plus 2 days
<b>Main Purpose of the role</b>	<ul style="list-style-type: none"><li>• Provide an efficient and effective reception service to the school</li><li>• Ensure the delivery of key messages to appropriate members of staff</li><li>• Provide administrative support</li><li>• Provide a professional and respectful front-of-house service to all students and visitors</li><li>• Work as a team to ensure all incoming telephone calls are answered in a timely and professional manner</li><li>• Ensure school's Management Information Systems are accurate and up to date with all student absences</li><li>• Support student services and undertake relevant duties as directed</li></ul>
<b>Main Duties &amp; Accountabilities</b>	<p><b>Receptionist Duties</b></p> <ul style="list-style-type: none"><li>• Responsible for answering the main school switchboard</li><li>• Responsible for signing in visitors to the school</li><li>• Communicate with courtesy and clarity to all staff, pupils, parents, carers, visitors, outside agencies and the wider community, including both telephone and face to face enquiries and where appropriate ensure that the appropriate safeguarding is undertaken</li><li>• Deal with incoming and outgoing mail, including parcels and special deliveries, and arrange distribution of incoming deliveries to the relevant department</li><li>• Maintain and update administrative and information systems and processes as required, including retrieving and collating information to ensure delivery of a high-level reception and administrative service</li><li>• Assist with administration duties as required</li></ul> <p><b>Student Services Duties</b></p> <ul style="list-style-type: none"><li>• Answer queries and where appropriate request / send information from / to other parties</li><li>• Assist students with day-to-day queries and requests including replacement timetables</li><li>• Provide paper registers for classes when required and ensure the records are updated in a timely manner</li><li>• Assist the Student Services Lead with recording student absence, late marks and leave of absence on the school's Management Information System</li><li>• Under direction of the Student Services Liaise with parents and carers regarding student welfare for unauthorised student absences</li><li>• Assist with pupil first aid and welfare matters</li><li>• Ensure that any relevant safeguarding concerns and incidents are reported and recorded on CPOMS</li><li>• Liaise with and report to relevant Head of Years regarding student welfare and/or safeguarding</li><li>• Request on-call for teaching staff when support is required in a classroom</li><li>• Undertake staff development and training as appropriate</li></ul>
<b>Expected</b>	<ul style="list-style-type: none"><li>• Undertake other duties and responsibilities of an equivalent nature as may be</li></ul>

<p><b>Behaviours</b></p>	<p>required by the line manager</p> <ul style="list-style-type: none"> <li>• Able to work collaboratively and as part of a team</li> <li>• Develop positive working relationships with colleagues</li> <li>• Communicate clearly, respectfully and professionally with pupils, parents, colleagues and visitors</li> <li>• Work with your line manager to develop and implement a professional development plan</li> <li>• Use feedback and personal reflection to improve his or her own working practices</li> <li>• Where relevant, maintain first aid accreditation</li> <li>• Understand how the role supports the quality of teaching and learning</li> <li>• Understand the roles of external agencies and how to work with them as required</li> <li>• Use IT hardware and relevant software packages efficiently and effectively as required to fulfil your role.</li> <li>• Maintain filing systems, (both paper and electronic), efficiently and in accordance with current systems and processes</li> <li>• Ensure that documents are prepared and data is entered into Management Information Systems accurately and on time</li> <li>• Answer telephones promptly and with a respectful and professional manner</li> <li>• Be familiar with all policies and procedures that are relevant for the role</li> <li>• Know where to get help and support</li> <li>• Know the limits of the role and when to refer people or issues elsewhere</li> <li>• Maintain confidentiality at all times</li> <li>• Understand your role in safeguarding and act on any safeguarding issues in accordance with school procedures</li> <li>• Maintain a safe working environment for yourself and others</li> </ul>
<p><b>Other specific duties</b></p>	<p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not be identified. Employees will be expected to comply with any reasonable request from the Chief Executive Officer and Head of School to undertake work of a similar level that is not specified in this job description.</p> <p>This job description is current at the date shown. It will be reviewed at least annually and, in consultation with you, it may be changed by the Chief Executive Officer or Head of School to reflect or anticipate changes in the job commensurate with the grade and job title.</p>
<p>We are committed to safeguarding children, young people and vulnerable adults. All staff and volunteers are expected to behave in a way that supports this commitment and are subject to an enhanced DBS check. Please be aware that <b>it is an offence to apply for the role</b> if you are barred from engaging in regulated activity relevant to children.</p>	



# Receptionist

To be assessed through application, reference and interview

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>		
Good general education including GCSE Maths at Grade C or above (or equivalent)	✓	
<b>Experience</b>		
Experience of using IT products such as Microsoft Excel, Word and Outlook	✓	
Experience of answering high volume of calls	✓	
Experience of working in an office/customer service/call centre environment	✓	
Experience of communicating with a range of audiences	✓	
Willingness to undertake further training	✓	
Experience of working effectively in line with company polices and procedures	✓	
Experience of working in a school environment		✓
<b>Skills and Abilities</b>		
Excellent organisational skills	✓	
Demonstrate good judgement	✓	
Ability to work under pressure and to multi-task	✓	
Able to build relationships with stakeholders (students, colleagues and parents)	✓	
Able to plan, manage and prioritise own workload	✓	
Think creatively to anticipate, identify and solve problems	✓	
Excellent written and communication skills to a range of audiences including parents and the wider school community	✓	
<b>Personal Attributes</b>		
Demonstrates Integrity and confidentiality	✓	
Ability to work flexibly as part of a team	✓	
Self-motivated and able to motivate others	✓	
High levels of commitment and enthusiasm	✓	
Able to remain calm under pressure	✓	
Demonstrates commitment to the role with good attendance and punctuality	✓	



## HOW TO APPLY

# Say yes to new adventures.

Could we be a good fit for each other? If you'd like a chat about the role or have questions ahead of making a formal application, we'd be delighted to hear from you. Please contact our Personal Assistant to the Senior Leadership team Nicola Pogmore via [n.pogmore@honley.tlt.school](mailto:n.pogmore@honley.tlt.school)

If you're ready for a new challenge, please apply by completing our application form and returning it to [recruitment@tlt.school](mailto:recruitment@tlt.school) by the closing date.

## SAFER RECRUITMENT

We are committed to safeguarding children, young people and vulnerable adults. All staff and volunteers are expected to behave in a way that supports this commitment and are subject to an enhanced DBS check. Please be aware that it is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children. If you are shortlisted for interview, we will undertake an online public search in line with guidance from the Department for Education and Keeping Children Safe in Education 2023.