

Lutterworth College
Bitteswell Road
Lutterworth
Leicestershire
LE17 4EW



RECEPTIONIST – STUDENT RECEPTION

(Permanent position to start as soon as possible)

8:15am – 12:30pm Monday to Friday term time only, plus a balance of 42.5 hours to attend training days and other events that may take place outside normal working hours and for holiday preparatory work.

Grade 6 (Pt 9-10): £11,076 - £11,279 per annum (actual salary)

“This is a school where staff care for the pupils and want the best for them”.
“Pupils understand the value of each subject and how it might help them in the future”.
(Lutterworth College Ofsted, January 2023)

Working on a job share basis, we are seeking to appoint a front of house role, that will be the first point of contact for students and staff, this will be based in our student reception, you will also be responsible for answering all internal and external telephone calls, so should have a friendly, approachable, and professional manner.

We would like from you:

- Excellent communication and interpersonal skills.
- Previous experience in a similar role.
- Proven ability to multi-task, manage consecutive and often competing deadlines, and address changing priorities in an effective and timely manner.
- The ability to be organised, efficient and self-motivated with a pro-active approach.
- To have high levels of tenacity, resilience, and flexibility skills to bring out the best in the whole school community.

We can offer you:

- A strong commitment to your training and development.
- Fantastic students who are a pleasure to work with.
- Excellent facilities & resources.
- The opportunity to make a real difference to students' lives.
- Automatic enrolment to the Local Government Pension Scheme.
- Free on-site parking.
- Comprehensive Wellbeing package

For further information and details of how to apply please visit the vacancies page of our website www.lutterworthcollege.com and return completed application forms to:

Diane Orton E-Mail: d.orton@lutterworthcollege.com

Closing date: Friday 6th October 2023 (9am)

Interview date: w/c 9th October

(The vacancy will close early if a sufficient number of applications are received)

Lutterworth College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All appointments will be subject to receipt of a satisfactory Enhanced DBS check, pre-employment checks, including evidence of your right to work in the UK, online checks and a satisfactory Health Check. References will be requested for all shortlisted applicants before interview.

Job Description

Post Title:	Receptionist – Student Reception
Purpose of Post:	To provide general reception duties and a front of house service to student reception, including being the first point of contact for all external phone calls and support to the school to ensure a professional, friendly and efficient service
Reporting To:	Student Services Manager
Salary / Grade:	6 (Points 9 to 10)
Hours:	850 hours per annum. 21.25 hours per week during term time (8:15am – 12:30pm Monday to Friday), plus an additional 42.5 hours to be worked during busy periods, to attend mandatory training days and other school events that may take place outside normal working hours. Working patterns are reviewed on an annual basis and may need to be varied to meet operational needs.

Main (Core) Duties

Working as part of a job share where there is one person in the morning and one in the afternoon doing similar duties, to act as first point of contact for students, staff, parents, and other stakeholders during term time and holiday periods as necessary. To provide general reception duties on a daily basis:

- General reception duties and providing a front of house service to student reception.
- Receiving, processing, and distributing all enquiries received on the main school telephone lines.
- Lost property coordination, distribution, and recycling.
- Arranging for the care of students who are taken ill, involving parents, pastoral managers, and senior staff where necessary.
- Ensuring attendance records are updated in accordance with students leaving school during the school day.
- Confidently using the radio to call for assistance with classroom alerts, first aid calls and premises assistance.
- Processing all incoming and outgoing mail, including liaising with Royal Mail regarding collections/deliveries during periods of school closure.
- Providing a written handover for the AM receptionist coming in the next morning.
- To support at one or more open evenings during the Autumn term.
- To assist and support staff colleagues during periods of absence or as required.

This is a busy role working as one part of a job share team, the role requires good organisation skills, the ability to stay calm when working under pressure and a pro-active approach. Being able to multi-task is a must.

Additional duties to include:
<ul style="list-style-type: none">• As part of a team of support staff, help with the invigilation of examinations if required.• As a member of staff working in an educational setting to have a duty to help keep young people safe and to protect them from sexual, physical, and emotional harm and to take reasonable steps to ensure the safety and well-being of students.• To ensure awareness of and compliance with personal responsibilities and requirements communicated to me in school policies and procedures including Health & Safety.• As a member of staff in an organisation that works in partnership with other organisations, to contribute to the development and sharing of good practice into partnerships with other schools and relevant bodies. This may include undertaking duties and work in other schools and at other locations.• May be required to be an appointed person for first aid.• May be required to accompany and supervise students on educational visits.• As a member of staff in an educational setting you will have the opportunity to participate in programmes for mentoring students and to participate in extra curricular activities.• To carry out such other duties which may be required from time to time within the grading of the post.• To work across Lutterworth College where appropriate – this may mean working in more than one school.