



ORCHARD
SCHOOL
BRISTOL

School Receptionist

ORCHARD SCHOOL BRISTOL

part of Trust in Learning (Academies)

Application Pack – November 2021

Welcome Letter

Orchard School Bristol – key background information

Job Description

Person Specification

Child Protection and Safeguarding

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How to Apply

Dear Applicant

Thank you for your interest in the position of **School Receptionist** at Orchard School Bristol.

We are seeking to appoint a friendly and professional School Receptionist with excellent customer service skills to work full time, covering the hours of 7:45am – 3.45pm, Monday to Friday.

You will provide an exceptional service to support the day to day running of the school. This role is wide-ranging and will involve answering the phone and school email, assisting staff, parents, visitors and members of the public. The successful applicant will be required to support various aspects of school administration duties and first aid. The successful candidate will be a team player who is flexible, able to use their own initiative and remain calm under pressure.

We are a friendly school, serving a richly diverse community in north Bristol. We are building success on our core ORCHARD values of being: Open-minded, Respectful, Creative and Curious, Healthy, Ambitious, Responsible and Determined. Our students are wonderful – they value our staff, knowing that you can make a real difference to their lives. The mission statement of the school, “inspire today, empower for life”, lies at the heart of all that the school does. We place no limits on our aspirations for our students.

This post is ideally suited to someone with excellent customer service skills, who is a team player, able to use their initiative, and who enjoys meeting people from diverse backgrounds. We provide excellent professional development and learning opportunities.

We offer:

- enthusiastic students, willing to learn and achieve
- excellent student behaviour and a calm learning environment
- a bright, happy place in which to learn and work
- a professionally stimulating environment which values the contributions of all staff
- a strong commitment to your professional development
- award-winning staff wellbeing with a very supportive staff body

Please read our Staff Prospectus to find out more about us and visit our website on www.orchardschoolbristol.co.uk. If you have any questions relating to this role, please contact Emma Snell, PA to Headteacher on esnell@orchard.tila.school. If what we are doing resonates with you, and you are keen to work with us, please do apply. We warmly welcome your application.

Julia Hinchliffe
Headteacher

About the Role

The School Receptionist is the initial contact for most parents and visitors to the school. As such, you are a critical member of our Business Administration team, modelling excellent customer service at all times.

The Business Admin team are an active team, generous in our support of colleagues and to the wider life of the school. The team includes a Strategic Business Manager, an Assistant School Business Manager (your line manager), the Data Manager, Exams & Admissions Manager, 5 Administrators and two Receptionists: one for Student Services and one School Receptionist (this role).

The School Receptionist provides an efficient, professional and cheerful service to support the school and its wider community. You need to show flexibility and understanding that each day can look different. You therefore need to be willing to reorganise or change priorities at short notice if need be.

You will spend time managing parental and carer enquiries, reassuring parents and ensuring messages are relayed efficiently and acted on effectively. Enquiries may be by phone, by email, face to face, or through a variety of online platforms, including the website.

You will also need to work comfortably with 11-16 year old children, providing a first aid service and working with the Student Services Receptionist when support is needed there.

This post is ideally suited to a team player, able to use their initiative, and who enjoys meeting people from diverse backgrounds. We provide excellent professional development and learning opportunities.

We hope you will apply for the role, come and meet us, and we look forward to welcoming you to our team!

Job Description

Job Title:	School Receptionist
Grade:	Bristol Grade 6 (N6-N7) £19,698 pa (pro rata)
Responsible to:	Assistant School Business Manager
Job Purpose:	To provide a School Receptionist service for staff, parents and visitors through excellent internal and external communication, efficient administrative support, using IT and other resources, provide First Aid to pupils and staff where required. To provide support in the absence of our Student Receptionist
Contract/Hours:	Term time only + 5 days / 37.5 hours per week. Four of the additional days will be in the week prior to returning to school in September.

PART ONE: MAJOR FOCUS OF ACCOUNTABILITIES

Responsibility for:	To include:
Reception duties	<ul style="list-style-type: none"> • Providing a first point of contact, reception and telephone service for staff, parents and the wider school community • Welcoming all visitors to the school, gate access, sign in, checking DBS and informing the relevant people of their arrival • Providing information and taking/responding to messages accurately, professionally and in a timely manner • Responsible for monitoring the general school information email account by responding to general emails, redirecting emails to the appropriate person • Sorting and distributing mail, including franking of post, collection of parcels, staff pigeonhole management • Keeping staff up to date through whole school calendar and messaging • Responsible for ensuring reception and foyer area is welcoming and well presented, with relevant materials and items updated regularly
Administration duties	<ul style="list-style-type: none"> • Provide general administrative support to the school e.g. completing standard forms, responding to routine correspondence • School minibus bookings, servicing and maintaining records (MOT / Tax)

	<ul style="list-style-type: none"> • Producing information/data as required • Monitoring school website to ensure information is accurate and report any discrepancies to the Business Administration team
Other Duties	<ul style="list-style-type: none"> • To use premises reporting systems where issues have been raised and ensure these are followed up in a timely manner • Monitoring lettings and ensuring these are known daily • Emergency Procedures duties

Generic responsibilities:

Responsibility for duties as listed above, and in addition:

- To follow all school and Trust policies and school procedures
- All members of staff at Orchard School Bristol have a collective responsibility for securing the vision of the school and the benefits of inclusive education
- All members of staff have a responsibility for helping to develop and secure continued improvement for their school
- To play a full part in the life of the school community, to support its distinctive vision and ethos and to encourage staff/students to follow this
- To work in a co-operative and polite manner with all stakeholders.
- To work with students in a courteous, positive, caring and responsible manner at all times
- To follow all child protection procedures. To ensure that children's safety and wellbeing is never compromised
- To be polite, cooperative and positive when communicating to other staff
- To take an active and positive role in the school's commitment to the development of staff, and their annual appraisal/development procedures
- To work with visitors to the school in such a way that it enhances the reputation of Orchard
- To seek to improve the quality of the school's service
- To present oneself in a professional way that is consistent with the values and expectations of the school
- To use the behaviour reward system effectively and consistently
- To be active in corridors / on duty in order to assist in ensuring students' behaviour is good and they return to lessons calmly and promptly
- To attend INSET training and any relevant courses regarding professional development
- To undertake other duties and activities within the scope of the post as directed by the line manager

Review of Performance:

The Performance Development Review cycle will focus on the post holder's job as a whole and particular responsibilities. There is recognition that however good we are at our jobs, we should embrace the notion of 'continuous improvement'.

This job description is current at the date shown, but, in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title. Whilst every effort has been made to explain the main responsibilities and duties of the post, each individual task undertaken may not be specified.

PART TWO: PERSONAL AND PROFESSIONAL CONDUCT

A member of staff is expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct, whilst working at the school.

Members of staff are expected to maintain high standards of ethics and behaviour within and outside school, by:

- Treating students with dignity, building relationships rooted in mutual respect, and at all times observing boundaries appropriate to a staff member having regard to the need to safeguard students, in accordance with statutory provisions
- Showing tolerance and respect for the rights of others
- Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs
- Ensuring that personal beliefs are not expressed in ways which could exploit students' vulnerability or might lead them to break the law
- Members of staff must have proper and professional regard for the ethos, policies and practice of the school in which they work, and maintain high standards in their own attendance and punctuality

Code of conduct: The school expects all staff to ensure that their standards of conduct are, at all times, compliant with Orchard School/Trust in Learning Code of Conduct.

Date of Job Description: November 2021

Signed:..... (Receptionist)

JOB TITLE: Receptionist

GRADE: BG6

Person Specification

ESSENTIAL	DESIRABLE
<p>Knowledge & Experience</p> <p>Minimum GCSE grade C or above or equivalent (NVQ Level 2) in English and Mathematics</p> <p>Reception or Customer Service experience.</p> <p>Proficient in the use of IT packages such as Word, Excel etc</p> <p>First Aid certificate (or prepared to undertake First Aid training)</p>	<p>Knowledge & Experience</p> <p>NVQ Level 3 in Administration</p> <p>Previous experience of working in a secondary school Reception/Office environment</p> <p>Experience of using a Management Information system (eg SIMS)</p> <p>Experience of safeguarding and pastoral care in schools</p> <p>Experience of working with young people</p> <p>Experience of providing first aid</p>
<p>Communication skills</p> <p>Excellent interpersonal skills, able to communicate clearly and professionally to parents/carers and visitors where required</p> <p>Able to build and maintain positive relationships with a wide range of children and adults</p> <p>Ability to use IT to communicate well, and the ability and enthusiasm to rapidly learn how to use in-house programmes</p> <p>Excellent written and verbal communication skills</p>	<p>Communication skills</p> <p>Proven communication with a wide range of people in a professional/ formal capacity, including children</p>
<p>Abilities & Aptitudes</p> <p>Ability to manage time effectively, organise and prioritise workloads and work proactively.</p> <p>Ability to work on own initiative, including recognition of the appropriate level at which to refer issues elsewhere for effective resolution</p> <p>Ability to plan, review and carry out duties without supervision.</p>	<p>Abilities & Aptitudes</p> <p>The ability to contribute effectively to the workload, planning and responsibilities of a team</p>

<p>Ability to handle information securely and confidentially</p> <p>Flexible, adaptable and positive attitude to working in a structured environment and working cooperatively as part of a team</p> <p>Respect for professional expertise of others</p> <p>Ability to stay calm, controlled and professional under pressure and demonstrate patience and sound decision-making</p> <p>An understanding of the needs and values of different communities that the school serves</p> <p>Belief in and commitment to Orchard School values and vision. Commitment to the wellbeing, self-esteem and progress of everyone at the school.</p>	
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Safeguarding Policy

The Trust is committed to Safeguarding and Promoting the Welfare of all of its pupils and students. Each pupil/student's welfare is of paramount importance.

The Trust's Child Protection and Safeguarding Policy applies to all adults, including volunteers, working in or on behalf of the Trust. The policy can be found on our web site: www.tilacademies.co.uk

The five main elements of our policy are to:

ensure we practise safe recruitment in checking the suitability of staff and volunteers to work with children

- raise awareness of child protection issues and equip children with the skills needed to keep them safe
- develop and implement procedures for identifying and reporting cases, or suspected cases, of abuse
- support pupils who have been abused in accordance with the agreed child protection plan
- establish a safe environment in which children can learn and develop.

Safer Recruitment:

Trust in Learning (Academies) is committed to safeguarding children and young people. All post holders are subject to a satisfactory enhanced Disclosure and Barring Service clearance. Our policy and practice is in line with the most recent Department for Education's 'Keeping Children Safe in Education' Guidance.

We ensure that all appropriate measures are applied in relation to everyone who works for the Trust who is likely to be perceived by the children as a safe and trustworthy adult including e.g. volunteers and staff employed by contractors. Safer recruitment practice includes scrutinising applicants, verifying identity and academic or vocational qualifications, obtaining professional and character references, checking previous employment history and ensuring that a candidate has the health and physical capacity for the job.

Explanatory Notes

Applications will only be accepted from candidates completing the Trust's Application Form. Please complete ALL sections of the Application Form which are relevant to you as clearly and fully as possible. CVs will not be accepted in place of a completed Application Form. You will also be asked for a letter of application.

Interview Process

After the closing date, short listing will match your skills/experience against the criteria in the Person Specification. You will be selected for interview entirely on the contents of your application form and your letter of application, so please read the Job Description and Person Specification carefully before you complete your form.

We will seek references on shortlisted candidates and may approach previous employers for information to verify particular experience or qualifications before interview. Any relevant issues arising from references will be taken up at interview.

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 have been selected, as well as possible referral to the police and/or DBS and/or other relevant investigating bodies.

How to Apply

To apply please complete the Trust in Learning (Academies) application form. Your **letter of application** should address how and why you feel that you are equipped to fulfil this role noting your personal values, attributes, your ability to lead others and your knowledge and experience to date.

Closing Date: Friday 10th December, 9.00am

Interview Day: Wednesday 13th December

Applying: Completed Application Forms should be returned to:

recruitment@tila.school