

School Receptionist

The Hollins

Hollins Lane, Baxenden, BB5 2QY

Start date: 1st September 2024



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Welcome to **LET** Education Trust

Dear Colleague,

Thank you for showing an interest in a post at one of our schools. The LET Education Trust is a cross-phase multi-academy trust based in Lancashire with primary and secondary schools as members.



We believe that every child deserves the best education and we create opportunities and experiences for all of them to reach their potential. Building 'cultural capital' is vital for our pupils and this occurs from reception up to year 11 through trips, activities, projects, events and residential, both at home and abroad. We are ambitious for our pupils, meaning we are always striving for excellence and supporting career aspirations through a culture of constant improvement.

Each of our schools is different and this is something we value and celebrate. The uniqueness of each school is supported by strong central services and a school-centred and approachable central team. Most colleagues work in one school but some work across a range of schools where their skills and abilities are needed.

Collaboration is key for LET schools and at the forefront of this is staff development. Joint INSET days with keynote speakers, middle and senior leader training and subject links occur across and between schools and phases. To aid transition for pupils, and planning for teachers, we are working on key fundamental skills required for KS3, in KS2. Sharing this information is proving invaluable in getting pupils 'secondary ready' and ensuring a smooth start to Year 7.

One of the strengths of the LET Education Trust is school improvement, with a range of high-quality SLEs able to provide support where it is needed, both within and beyond the Trust. We also have Initial Teacher Training as part of our remit through the Pennine Lancashire SCITT. This has successfully trained primary and secondary teachers over the last 10 years with a large number employed locally and within the LET Education Trust.

If you have the highest standards of professional endeavour, integrity and ethics and would like to be part of our MAT, I look forward to receiving your application.

You can find out more about our Trust at www.let-edu.org

Best wishes
Steve Campbell
Chief Executive



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You can find out more at: www.thehollins.com



Dear Applicant,

Thank you for your interest in the position of school receptionist at The Hollins. This post is a key role in the further development of the school as we continue to build on our successes.

We are a fully comprehensive school and serve a differing catchment area across Accrington and the surrounding area. Over 62% of our pupils come from E/E* areas of overall multiple deprivation, and prior attainment of our pupils is just below average. However, we achieve many great things with our pupils due to our committed, well-trained staff always going the extra mile to care for our pupil's welfare, character development and achievements. We are dedicated to improving the chances of all our young people, including our most vulnerable, pupil premium pupils, and learners with SEND and, as such, strive to offer as many opportunities for our pupils as possible, both within and outside of the classroom. We ensure that our staff engage in continual professional learning throughout their time with us, regardless of the level of experience, as we are committed to ensuring we can always get better. The post has arisen due to the retirement of the previous post-holder.

The successful candidate would join a dedicated, committed and well-developed team of support staff who are determined to make The Hollins the best it can be for our young people. Our recent transition to becoming an academy is helping cement further collaboration with other professionals, and will allow us to continue to further develop our practice. The LET Education Trust is an inclusive trust recognising the importance of providing for and investing in the adults of tomorrow.

Should you wish to speak to me (on an informal basis), please do not hesitate to contact me. We look forward to receiving your completed application form together with a letter of application.

Yours faithfully,
Mrs S Haydock
Headteacher, The Hollins



HOW TO APPLY

Please note that CVs will not be accepted.

Your completed application form and covering letter should be returned no later than the specified closing date to Mrs Young, Headteacher's PA at youngc@thehollins.com. Good luck! You can find the application form by clicking on this link <https://let-edu.org/vacancies/>

SUPPORT FOR OUR STAFF

Encourage a climate of connecting with people.

At The Hollins we encourage collaborative working and sharing our moments with each other, both within the school and further afield in the hope that both professionally and personally all our staff feel less isolated and more connected. We are human beings first and foremost and, as such, must look after and care for our well-being.

Looking after our mental health

We have staff who are trained mental health first aiders who are ready, willing and able to support staff.

You can also have look at the wellbeing charter which you can find on the LET Education Trust's website vacancy page.

Quality staff professional development

We value staff development above all else and this engenders a sense of confidence and motivation for staff. We treat our staff like the professionals they are by engaging in the disciplined Inquiry approach to appraisal and development, which gives staff the responsibility to consider their own individual needs in order to continue to develop and improve.

Measure and respond to staff voice.

Our thrice-yearly questionnaires allow staff the opportunity to let us know how they are coping with the demands of work, along with how they are coping generally. However, leadership doors are always open for continual conversations around this.

Quality behaviour systems in place

Our behaviour system is designed to support both pupils and staff to ensure consistency and support at all times. Our school believes that the certainty of a sanction and subsequent restorative conversations are extremely important for the smooth running of the school.

ABOUT OUR 7 VALUES

These 7 important values underpin every decision we make.



Kind



Honest



Resilient



Reflective



Respectful



Responsible



Aspirational

Alongside the 7 values, we also have our vision, self-evaluation and our school improvement plan. None of these stand alone. They work together to ensure that we at The Hollins do our very best for our pupils and they have a positive experience, fulfilling their potential both academically and personally, celebrating our differences and developing the character to make their mark in the world. Our pupils are encouraged to "Strive for Success" and fostering these values will help them to achieve their success.



Job Advert

Job Title:	Receptionist
Location:	The Hollins, Hollins Lane, Accrington, Lancashire, BB5 2QY
Grade:	3
Annual Pro-rata Salary	£18,787 to £19,415 <i>(subject to pay award increase)</i>
Hours per week:	37 hours per week, Term Time Only, Monday to Friday
Contract type:	Permanent
Start date:	1st September 2024 <i>(Following completion of a Enhanced DBS check (including child barred list check) and other safer recruitment checks)</i>
Closing date:	<i>Friday 5th July 2024, 12noon</i>
Interview date:	To be confirmed

The Hollins, part of the LET Education Trust is seeking to appoint a highly motivated and dedicated School Receptionist to support our school. The receptionist is the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school the receptionist should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multi-task, work flexibly and have a 'can do' approach to work, as no two days are the same. The receptionist is also required to assist the School Operations Manager with various, grade appropriate, administrative tasks.



Each school in our Trust has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its pupils. Each pupil's welfare is of paramount importance to us and you are expected to share this commitment. All staff will fully comply with the school's policies and procedures, attend appropriate training, inform the designated person of any concerns and record any potential safeguarding incidents appropriately. Any offer of employment will be made conditional upon a satisfactory enhanced DBS check and barred list check (where applicable to the role in question).

If you are shortlisted for the position you are applying for, you will be required to complete a self-declaration giving details of any relevant criminal offences and other relevant information relating to our safeguarding duty. Further information will be provided on that form.

If you are shortlisted for the position you are applying for, the recruiting officer will undertake an online search in accordance with KCSiE 2023.

Please be aware that references will be requested immediately after the shortlisted candidates have been selected to ensure they have been received prior to the interview.

Personal email addresses will not be accepted for any referees and the recruiting officer will contact your employer to confirm your reference.

Receptionist - Job Description

Grade	3	Hours/week	37/week, term time only
Reporting to	School Operations Manager / Headteacher		
Location	The Hollins, Hollins Lane, Accrington, BB5 2QY		

Main Duties and Responsibilities

1. To be the first point of call for visitors to the school, extend a warm welcome to callers including parents, visitors, contractors and delivery staff.
2. To deal effectively with telephone calls, transferring callers to relevant staff, taking and passing on messages as required and dealing with routine enquiries.
3. To follow safeguarding procedures by issuing passes and lanyards to visitors, ensuring that visitors are signed into and out of the school and checking DBS information for anyone entering the school building.
4. Communicating with parents regarding all aspects of school life, receiving and passing on information between parents and teachers in a timely manner with minimum disruption to lessons.
5. To ensure that the reception area remains tidy and that literature in the reception area is kept up to date.
6. To receive and sign for all packages.
7. To provide general clerical and administrative support, for example, word processing, distributing mail or basic reprographics.
8. To work with your colleagues as a team to ensure that MIS systems are kept up to date with accurate information.

General

1. Be aware of and comply with all trust and school policies and procedures particularly relating to child protection, equal opportunities, health and safety and security, confidentiality and data protection; reporting all concerns to an appropriate person.
2. Carry out all duties with regard to the school's policies and codes of conduct.
3. Participate in training and other learning activities as required and to participate in appraisal and professional development.
4. Set high expectations of conduct, whilst acting as a good role model for others.

Note: In addition, other duties at no higher level of responsibility may be interchanged with/added to this list as required. The duties may be varied by the headteacher to meet changed circumstances in a manner compatible with the post held.

Receptionist - Person Specification

Essential	Desirable
Qualifications and Experience	
<ul style="list-style-type: none"> Minimum of Maths and English (grade 4 (c) or equivalent) 	<ul style="list-style-type: none"> NVQ Level 2 in Business Administration or other qualification that will support the job description.
Experience and Professional Knowledge	
<ul style="list-style-type: none"> Experience of working in a busy office environment. Experience of dealing effectively with the general public. Experience of working successfully and co-operating as a member of a team. Experience of understanding a range of administrative tasks. 	<ul style="list-style-type: none"> Experience of working in a school office environment. Experience of using a school MIS system.
Skills and Abilities	
<ul style="list-style-type: none"> Highly developed interpersonal skills. Ability to support and work as part of a high performing team. Ability to work under pressure and meet deadlines. Flexibility and a willingness to adapt to changing circumstances. Strong organisational skills and record keeping skills. Strong literacy, numeracy and ICT skills. Honesty, reliability, integrity and commitment. An enthusiastic and flexible approach to work. 	
Professional Attributes	
<ul style="list-style-type: none"> Highly motivated. Responds well to a challenge. Maintain high professional standards. Excellent communication skills. Commitment to own professional development. 	
Other	
<ul style="list-style-type: none"> Commitment to ensure that all children in your care are safe from harm/knowledge of safeguarding issues. Commitment to health and safety. Commitment to attendance at work. Commitment to equality, diversity and inclusion. Commitment to the school's values. 	