

Richard Lander School Truro



Application Pack Senior Receptionist

Cornwall Council Grade 2 (£25,772 to £30,881 FTE) subject to pay award pending

Permanent, following the completion of a 6-month probationary period

37 Hours per week

40.4 working weeks (term time plus INSET plus 1 week in school holiday period)

Start Date: ASAP

July 2025

Dear Candidate,

Re – Senior Receptionist - Permanent

Please find enclosed an application form and details for the above post at this school.

The Role:

To act as the first point of contact for all school visitors and callers. To welcome visitors, and direct as appropriate, and to manage all telephone calls and queries, re-directing as appropriate. To work with the PFI Contractor to ensure day to day premises issues are logged and dealt with to meet PFI output specifications.

Our school is welcoming and supportive, with a strong value placed on 'being the best you can be' and staff and students on a mission to achieve great outcomes for all our students.

This position is 37 hours per week 40.4 working weeks including term time plus INSET and 1 week in school holiday period. The start date is September 2025.

Please see our job description and person specification for more details of this exciting post.

The School:

At Richard Lander School everybody works hard and is committed to providing the best opportunities for the children in our school. We were inspected by OFSTED in 2023 and were graded as a Good school.

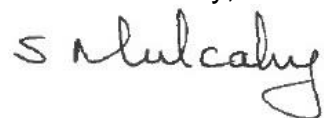
We hope after reading our details and person specification that you will want to join our team.

Completed forms should be submitted to vharrison@richardlander.cornwall.sch.uk by midday on Thursday 31st July 2025, however the advert may end early if the right candidate is found. Shortlisted candidates will be notified on the interview date.

Can I take this opportunity of thanking you for your interest in the position at Richard Lander School. If you do not hear anything from us within 28 days you can assume your application was unsuccessful.

With best wishes for the future.

Yours sincerely,



Mr Steve Mulcahy
Headteacher

Background for Prospective Candidates

Come and work for a great school in a great location.

Where are we?

Cornwall has far more than just beaches, surfing and world heritage countryside, we also have some of the best schools in the country with the space, facilities and drive to give the best possible education to the students we serve.

Truro is Cornwall's county town, it's only city and the most southern city in mainland Great Britain. Truro has a booming population thanks to its location in the heart of the county and is a centre for art, culture and entertainment.

The school is situated to the West of the city centre and serves the beautiful coastal communities of St. Agnes and Porthtowan as well as communities closer at hand.

The School

Richard Lander School is Truro's largest secondary school. Richard Lander is highly regarded in the area and oversubscribed in several year groups. We have 1500 students on roll. Mr Steve Mulcahy, has been our Headteacher since 2008. We were inspected by OFSTED in 2023 and were graded as a Good school.

We have an ARB for up to 20 students on site which is very much part of our school.

Our Ethos

At the heart of our work is a desire to see all our young people and staff develop their gifts and talents to their full potential. Some people call this ambition, we call it 'being the best you can be'. Our standards are high and our aim is for all children to achieve their full potential, both academically and socially.

The Application

Please see the job description for more details of this exciting post.

Prospective candidates are very welcome to arrange to visit the school by calling the school on 01872 273750.

Please send your completed forms to the school for the attention of Vicky Harrison, Personnel Officer vharrison@richardlander.cornwall.sch.uk by **midday on Thursday 31st July 2025**. Shortlisted candidates will be notified of the Interview date. Applications should address the items included on the person specification and only candidates who meet the essential criterion will be shortlisted.

The Interview Process

Candidates who are shortlisted for the position will be contacted by a telephone call and this will be followed up with an e-mail.

- In line with Keeping Children Safe in Education 2024, as part of the shortlisting process, the school may carry out an online search on shortlisted candidates.
- All interviews will be face to face and will explore the candidate's suitability for the position.
- Applications will be scrutinised and discrepancies or anomalies in work related history, experience and qualifications will be discussed at the interview stage.
- Successful candidates will be required to achieve a full enhanced DBS disclosure and 2 satisfactory references.

Prepared by

- Mr Steve Mulcahy, Headteacher
- Mrs Jenny Griffiths, Deputy Headteacher
- Cheryl Grigsby, School Business Manager

Safeguarding

Richard Lander School is committed to safeguarding and promoting the welfare of all children.
We expect all our team members to share this commitment.

JOB DESCRIPTION

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|---|---|
| Job Title: | Senior Receptionist |
| Grade: | Grade 2 |
| Hours: | 37 hours per week (term time plus inset plus 1 week) |
| Responsible to: | School Business Manager |
| Direct Supervisory Responsibility for: | Reception Cover |
| Indirect Supervisory Responsibility for: | None |
| Important Functional Relationships: | <u>Internal:</u> School/Finance Team, Headteacher, SLT, Teachers, TAs, Governors and students <u>External:</u> LEA Representatives, parents, visitors to the school. |

Main Purpose of Job:

To act as the first point of contact for all school visitors and callers. To welcome visitors, and direct as appropriate, and to manage all telephone calls and queries, re-directing as appropriate. To work with the PFI Contractor to ensure day to day premises issues are logged and dealt with to meet PFI output specifications.

Main Duties and Responsibilities

Duties and Responsibilities:

Reception

- 1) To manage the school reception area, co-ordinating cover staff to ensure reception is manned at all times during the school day.
- 2) To welcome visitors in a professional and hospitable manner, ensuring signing-in procedures.
- 3) Checking visitors DBS status for safeguarding and checking with personnel re letters of assurance to ensure the correct level of site access is granted.
- 4) Receiving and prioritising incoming telephone calls, dealing with them appropriately including accurately recording messages as required. Maintain a calm and professional manner when dealing with conflict and escalating to senior staff where appropriate.
- 5) To field all office enquiries and pass on information to the appropriate person where necessary to ensure that issues are dealt with promptly.
- 6) To ensure that all ingoing and outgoing mail is dealt with promptly and delivered to the appropriate departments.
- 7) To oversee the distribution of goods received, liaising with caretakers to ensure prompt delivery to departments.
- 8) To ensure appropriate standards of tidiness and order in the school reception area so as to project a professional and welcoming environment for parents, pupils and visitors to the school.
- 9) Training new admin staff in the use of the phone system and visitor sign in system and ensuring appropriate delegation of jobs when required.
- 10) Assist the Medical team with making calls, calling an ambulance when required and liaising with the emergency services to deal with medical emergencies.
- 11) Be responsible for the supervision of any work experience students assigned to the reception area.

- 12) To provide administrative and secretarial support in such areas as typing, correspondence, reports and publications, updating and extracting computer information, photocopying and filing using the Microsoft suite of programmes.

Pupil Information

- 13) Maintain accurate pupil records, including assisting in the inputting of data, production of lists, reports, statistics and other student information as requested by members of the senior leadership team.
- 14) Provide cover for Student Attendance, accurately completing registers and signing out students to ensure safeguarding.

Financial Responsibilities

- 15) To manage the sale of second hand uniform from main reception ensuring that the cash from sales, is accurately accounted for with the school Finance Team
- 16) Providing parents with login details for Parentpay and assisting them with any queries and escalating to the school Finance Team if required.
- 17) Taking card payments from parents over the phone for Parentpay transactions, ensuring that this meets the Payment Card Industry Data Security Standard.

Premises

- 18) Manage PFI helpdesk requests for the whole school, accurately recording them on the appropriate form and communicating them to Mitie to ensure timely reporting of site and premises issues. Raise any urgent issues directly with the site team and the School Business Manager.
- 19) Record all helpdesk requests onto a log to include dates logged, expected and actual completion dates, recording whether the task has been completed on time. Prepare reports on performance for the School Business Manager.
- 20) Being the first point of contact when dealing with a bomb threat and ensure that the bomb threat procedures are followed.
- 21) Be responsible for manning of the fire refuge area telephone in the event of a fire alarm activation / evacuation. Liaise with the emergency services to ensure that they are aware of any persons located at any refuge point in the school.

General

- 22) To maintain at all times, the utmost confidentiality with regard to all reports, records, personal data relating to pupils and other information of a sensitive or confidential nature.
- 23) To be aware of and adhere to applicable rules, regulations, legislation and procedures including the Schools Equal Opportunities Policy and Code of Conduct, national legislation (including Health and Safety, COSHH, Data Protection and copyright legislation).
- 24) To be responsible for your own continuing self-development, undertaking training as appropriate.
- 25) To undertake other duties appropriate to the grading of the post as required.

Date Prepared: July 2025

Job Description prepared by: School Business Manager

PERSON SPECIFICATION

Job Title: Senior Receptionist

Department: School based

Person Specification prepared by: School Business Manager, Richard Lander School

Date prepared: July 2025

| Attributes | Essential | Desirable | How Identified |
|------------------------------|--|---|---|
| Relevant Experience | At least 2 years' experience of receptionist and clerical work in a school / college. Practical experience of telephone network systems, Microsoft Office programmes (Word, Excel & Powerpoint) other related computers systems including E-mail. | At least 3 years administrative work in a school environment. | Application form / interview |
| Education and Training | Attainment of GCSE qualifications or equivalent (level 2 standard of education) to include Maths and English. | Attainment of NVQ level 2 qualification in receptionist / clerical related field. | Application form |
| Special Knowledge and Skills | Microsoft Office (Word, Excel & Powerpoint). Sound understanding of and commitment for the protection and safeguarding of children and young people. Excellent knowledge of GDPR Excellent communication skills. Good organisational skills. Good numeracy & literacy skills. | Typing skills. | Application form / interview Typing / word processing test |
| Any additional factors | Reliable. Discreet & confidential & sensitive. Friendly and professional approach. Able to work on own initiative and as part of a team. Comfortable with young people & children. Ability to remain calm in stressful situations. | | Interview |

| Special Conditions related to the post | |
|---|--|
| <p><i>The school is committed to safeguarding, promoting the welfare of children and to ensuring a culture of valuing diversity and ensuring equality of opportunities.</i></p> <p>Successful applicants must be suitable to work with children and will need to undertake the following before commencing employment:</p> <p>Enhanced Disclosure & Barring Service (DBS) Certificate with barred list information</p> <p>Receipt of two satisfactory employer references one of which must be from your current or most recent employer</p> <p>Satisfactory verification of relevant qualifications</p> <p>Satisfactory health check</p> <p>All new employees will be required to undertake mandatory training required by the school.</p> | |

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| How to apply: | <p>Complete the relevant applications form, equal opportunities form. Please note that applications will not be accepted unless on the attached application form. CVs are not accepted.</p> <p>Please complete an application form in full and return to:</p> <p>vharrison@richardlander.cornwall.sch.uk</p> |
| Contact details: | <p>Address: Mrs Vicky Harrison Personnel Officer, Richard Lander School, Higher Besore Road, Truro, TR3 6LT Tel: 01872 273750</p> |
| Closing date: | <p>Midday on Thursday 31st July 2025</p> <p>Shortlisted candidates will be notified on the interview date.</p> <p>Please note that if you have not received a reply within 28 days of the closing date you must assume that, on this occasion your application has been unsuccessful.</p> |