



Job Application Pack Student Receptionist

Permanent, Full time, All Year Round

Salary: Grade 5, Points 5 to 7, £23,500 - £24,293

Welcome from the CEO



Archway Learning Trust is a vibrant learning community where students are cared for, receive a high quality education and experience every opportunity to be successful.

School years are amongst the most important in our lives, helping us to develop the knowledge, skills and characteristics we need to succeed. At Archway Learning Trust, we are committed to giving every child the very best start that we can. We offer outstanding teaching and learning and exceptional personal support in an inclusive, faith based environment. I became a teacher because I believe in equal opportunities for everyone.

I also believe that every child has the right to an excellent education. Learning is at the heart of any good society and the opportunity to learn from teachers who are committed, enthusiastic and innovative is a right that all children should have.

Our mission is to help children to understand and believe in themselves, respect and care for others and to develop a wide understanding of faith, the world around them and their place within it. The determination of our youngsters to succeed, and the passion of our teachers to make a difference, makes me proud to be Chief Executive Officer of this diverse and dynamic family of academies.

S. Hampton

About the Trust

Archway Learning Trust, previously Bluecoat Academies Trust was formed in April 2014 as a result of the very long and successful history of Bluecoat Academy.

The Trust comprises of Bluecoat Aspley Academy, Bluecoat Sixth Form, Bluecoat Wollaton Academy, Bluecoat Beechdale Academy, Bluecoat Primary Academy, Bluecoat Bentinck Primary Academy, The Nottingham Emmanuel School and Sixth Form, The Long Eaton School, Lees Brook Academy, Alvaston Moor Academy, Bluecoat Trent Academy and the Bluecoat SCITT Alliance (School Centred Initial Teacher Training).

Our aim as a Trust is to shine a spotlight nationally and internationally on our inclusive ethos so that more schools and academies can be encouraged to take up our approach to inclusive, enriching, knowledge based teaching, preparing young people for lifelong learning based firmly on our Christian principles.

The growth of the Trust is a truly exciting time for prospective candidates who are looking to further their careers in a dynamic learning community that has opportunity at every point to share and learn from each other in order to become the best that we can be.

We are proud of our diverse student population and passionate to create a staff team reflective of this diversity. We actively welcome applications from all backgrounds and you can be assured of a warm welcome at Archway.

Our Schools

Bluecoat Aspley Academy

Bluecoat Academy Aspley is the largest school in the Trust and was the founder of Archway Learning Trust (previously known as Bluecoat Academies Trust). The Academy is both distinctively Christian and inclusive with all students being part of a large, diverse and multi-ethnic family that we are very proud to be a part of. Bluecoat Aspley Academy is a School of Sanctuary, welcoming students and families from all backgrounds.



Bluecoat Aspley
believe in yourself, in others, in God

Bluecoat Wollaton Academy

Bluecoat Wollaton Academy has 800 learners and is both distinctively Christian and inclusive, with a relentless ambition to enable every member of our Academy 'family' to be the best they can be. Bluecoat Wollaton was graded as 'Outstanding' in all categories in its Ofsted inspection in 2018. The school's outcomes place it consistently in the top 10% in the country and it was also awarded the highly coveted World Class Schools Quality Mark, which is awarded to the top schools in the country.



Bluecoat Wollaton
believe in yourself, in others, in God

Bluecoat Beechdale Academy

Bluecoat Beechdale Academy is a growing school, with over 800 students on roll. The numbers have increased each year since our sponsorship began and we are delighted with the growing confidence that local families are expressing by making Beechdale their first choice school in increasing numbers. Bluecoat Beechdale Academy is not formally designated as a Church of England Academy, but shares the ethos and many of the Archway values.



Bluecoat Beechdale Academy
Believe. Belong. Achieve

Bluecoat Primary Academy

Bluecoat Primary Academy opened in January 2015. The primary school is located near our Bluecoat Beechdale Academy in a brand new state of the art building on Harvey Road and is home to 420 primary aged children, 26 Nursery pupils and a small focus provision for children with ASD. Like Bluecoat Aspley and Bluecoat Wollaton Academy is both distinctively Christian and inclusive.



Bluecoat Primary Academy
believe in yourself, in others, in God

The Nottingham Emmanuel School

The Nottingham Emmanuel School is a Church of England secondary and Sixth Form, with 1,000 students, including over 140 in the Sixth Form. The £25 million site is located near the banks of the River Trent in West Bridgford. The School is a diverse community, serving families and students from every academic, social, faith and ethnic background. Emmanuel has been praised nationally for its outstanding work as an effective, inclusive Church school.



Bluecoat SCITT

Based at Bluecoat Aspley Academy, the Bluecoat SCITT offers school based Teacher training in a range of schools and subjects. As an accredited provider of school based teacher training, we are committed to training outstanding teachers to work within the East Midlands region. Our comprehensive one year School Direct Training Programme is offered for both Primary and Secondary trainees, as well as a salaried option in certain subjects.



Bluecoat SCITT Alliance Nottingham

Bluecoat Trent Academy

The Bluecoat Trent Academy opened its doors in September 2021 with the founding cohort of Year 7 pupils. BTA is an 11-16, non-faith school. The new build for the academy will be built on the former site of Clarendon College, on the edge of Forest Fields, close to Mapperley Park. Whilst the new academy is being constructed BTA will, for the first three years, be based in its own building on the site of Bluecoat Aspley Academy on Aspley Lane. The school will be underpinned by the ethos of all the Archway academies whilst establishing its own unique vision and values.



Bluecoat Bentinck Primary Academy

Bluecoat Bentick Primary Academy officially joined of Archway Learning Trust in September 2023, becoming our second primary academy. The school has a proud and rich history of serving the children and community of Nottingham since 1880; we are delighted to be part of its next chapter! Bluecoat Bentinck is a popular, diverse and multi-cultural Academy in the heart of Nottingham City. The Academy’s vision of ‘Together We Make a Difference’ underpins our commitment to work together to achieve our common purpose of transforming lives of the children we serve. Staff at Bentinck are committed to supporting and teaching the diverse cohort of learners, creating the conditions to enable all children to thrive in their education. Bentinck is a happy, calm and welcoming place to be where children are kind, respectful and are proud to represent Bluecoat Bentinck.



Bluecoat Bentinck
Primary Academy

Lees Brook Academy

Lees Brook Academy based in Derby has 1,120 students and is a school that puts its students at the heart of everything it does. The school’s motto ‘Lead, Believe, Create, Succeed’ was chosen by its students and is at the core of everything that the school does. Lees Brook is passionate about its extra-curricular provision in particular the thriving Duke of Edinburgh scheme. Lees Brook is a school that cares for the people within it.



Lees Brook
Academy

Alvaston Moor Academy

Our Academy vision is at the heart of everything we do, ‘Ambition, Manners and Achievement’. We also recognise the importance of positive relationships, equality and respect. Situated in the heart of the City of Derby, it serves a diverse local community and serves families from many different backgrounds. The curriculum offered is broad and specifically designed to engage and challenge its students.



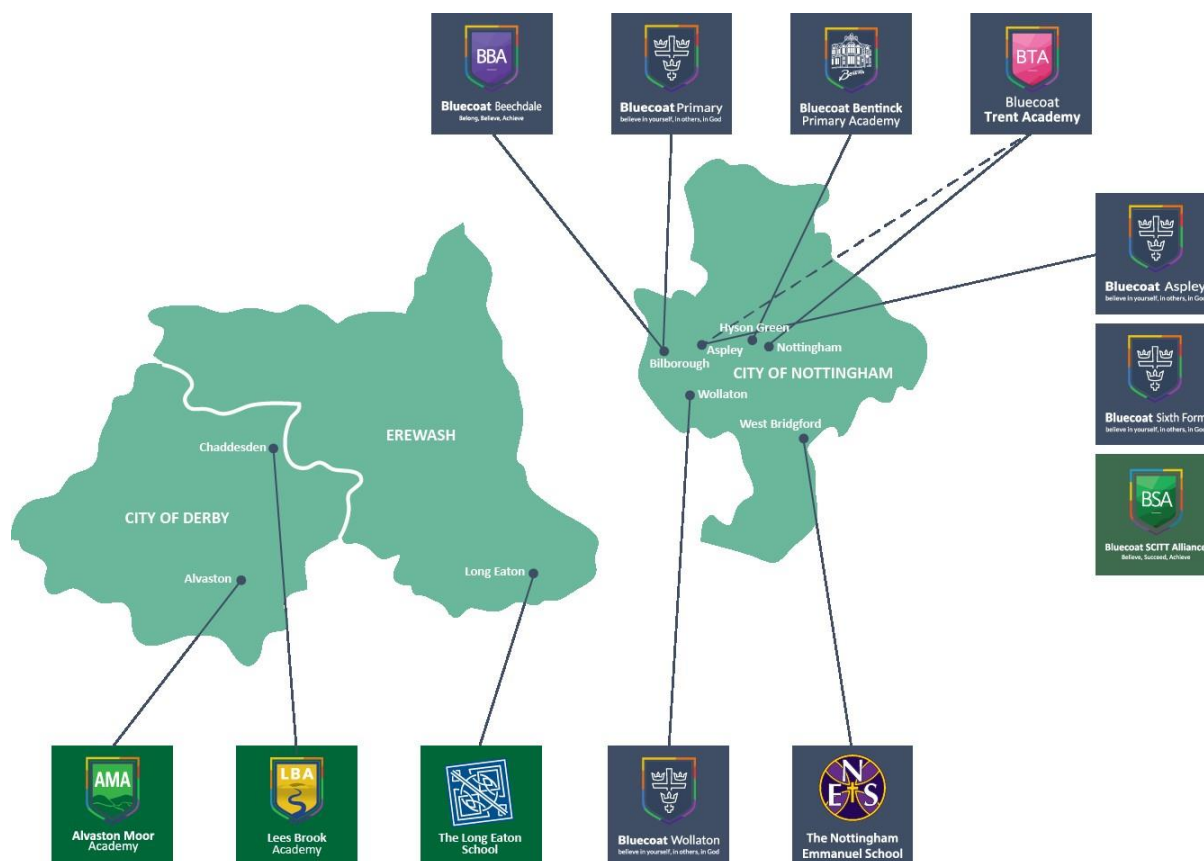
Alvaston Moor
Academy

The Long Eaton School

The Long Eaton School with 1,078 students is built on a long tradition of academic success, dating back to 1910. The school has gained an excellent reputation for the quality of its educational provision and its developments in Literacy and Numeracy have earned the school the prestigious Quality Mark and our approaches have been shared nationally as a model of good practice.



School Locations



Welcome from the Principal

I am delighted to welcome your interest in the Bluecoat Trent Academy, after our first term, the founding cohort of staff are loving the opportunity to shape a school from its origins. I have a genuine love of education and learning, it transformed my life, giving me the freedom to make my own choices and enter a profession that brings me joy every day.



The Bluecoat Trent Academy is committed to excellence for all; no matter what the starting point, each individual is supported in reaching their academic potential and striving to meet their goals. We provide extensive opportunities for our students to explore experiences beyond the classroom and discover their individual talents, be it on a sports field, in a theatre or leading an expedition.

We place equal value on ensuring our students grow and develop pastorally and socially. We aim that our students will make life-long friendships and, as in all of Archway's family of schools, there is a strong sense of community. Our students feel they belong.

In this caring and nurturing environment Bluecoat Trent students are prepared to become citizens of the world. Having explored new experiences and through high quality teaching they are clear about their next steps and committed to making a positive contribution to society. This is summarised in the Bluecoat Trent vision and values.

Our vision:

Strive for excellence; shape the future

Our values: At Bluecoat Trent we CARE



Citizenship



Aspiration



Respect



Excellence

The Vacancy

This is a new position within the core administration team to support the growth at Bluecoat Trent Academy. It is an exciting opportunity, for someone to embed a front facing customer service to all stakeholders, in a brand new building, supported by an experienced team. The ideal candidate will be an experienced receptionist with the ability to possess excellent administration, prioritisation, time-management, interpersonal skills and the ability to work well in a busy office environment. The post will mean you will communicate with a variety of individuals, so therefore you will need to demonstrate, enjoying dealing with people, both in person and on the telephone. The post holder will be located on the reception which students attend, therefore you will have lots of student interaction, meaning the nature of this role, no one day the same and there is always something new to do and learn.

Candidates should pay attention to the job description/person specification and explain within their application how they meet the criteria, whilst also describing what they will bring to the post from their own knowledge and experience.

Whilst this post holder will be predominantly based at Bluecoat Trent Academy, they may be deployed across any of the academies within the Trust in accordance with the needs of the Trust as we grow and develop.



Applications

For more information about Bluecoat Trent Academy and the vacancy, please visit www.bluecoattrent.co.uk/vacancies.

To apply for the role click apply which will take you to the application form for the post. We would encourage you to refer to the job description and person specification, demonstrating your suitability for the role.

If you wish to discuss the role further please email cmcmanus@archwaytrust.co.uk.

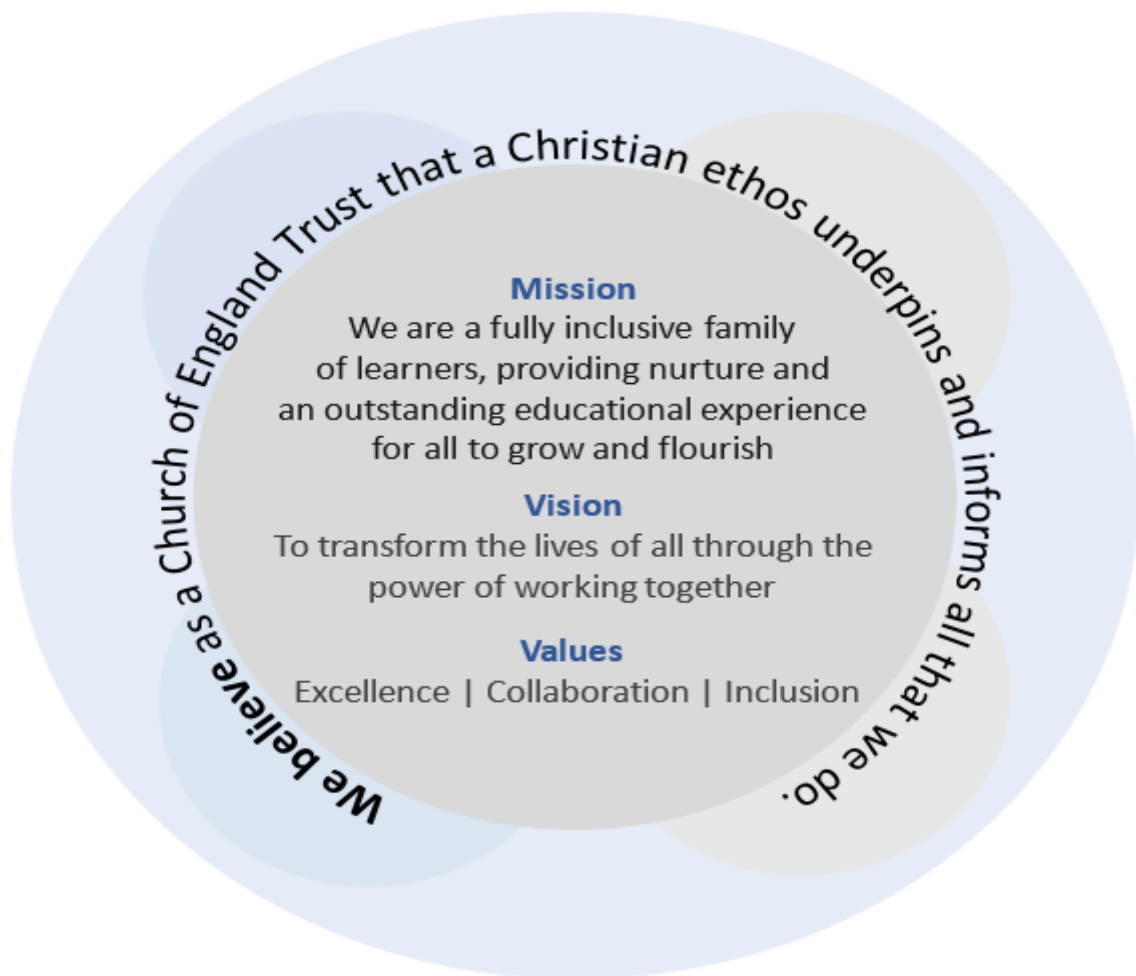
Closing Date: 9am, Monday 22nd July 2024

Interview Date: Thursday 25th July 2024

Due to the number of applications we receive, it is with regret that we cannot respond to every application, if you do not hear from us within two weeks of the closing date, please assume that on this occasion your application has unfortunately not been successful.

Trust Ethos, Mission, Vision and Values

The Trust believes in the transformational power of education for each individual and that this is enhanced through collaborative working between the academies.



Working Together, Transforming Lives

Safeguarding Children and Young People

Archway Learning Trust is committed to safeguarding and promoting the welfare of children and young people. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. Appointment to this post will be subject to the following satisfactory pre-employment checks:

- Health
- Identity
- Relevant work qualifications
- Right to work in the UK
- Barred List Check (previously List 99)
- Disclosure & Barring Service Check (for all staff and volunteers)
- References
- Childcare Disqualification Declaration Check (relevant Primary School posts only)
- Online Searches

Job Description

POST TITLE: Student Receptionist

GRADE: Grade 5

RESPONSIBLE TO: Office Manager

JOB PURPOSE

The role objective is to deliver a positive and distinctive customer experience and provide a welcoming and professional image of the Academy and Trust to every student, parent, visitor or member of staff. The role is customer facing and will provide a first impression; therefore, it is critical for the role to be focused on customer service, ensuring an efficient service is provided at all times. The role will require the candidate to be able to communicate clearly and effectively, creating positive relationships with all stakeholders and building a positive rapport.

GENERAL RESPONSIBILITIES

1. Support the overall Christian ethos of the Trust.
2. Be aware of and comply with Trust policies and procedures including but not exhaustive of:
 - Acceptable Use of IT Policy
 - Code of Conduct
 - Extremism & Radicalisation Policy
 - Health, Safety and Security Policy & Guidance
 - Keeping Children Safe in Education (Part 1) Guidance
 - Safeguarding Policy and Training Slides
 - Whistleblowing Policy
 - IT Pack including Acceptable Use Statement
 - Health, Wellbeing and Benefits Policy
 - Finance Policy
3. Be aware of and support difference and ensure equal opportunities for all.
4. Contribute to the overall aims of the Trust and Academy Improvement Plans
5. To develop and implement own professional development and skills
6. To behave in a manner that is professional, friendly, fair with students and colleagues demonstrating and role modelling politeness and respectfulness
7. To demonstrate an excellent record of attendance and punctuality.
8. Work cooperatively as part of the Trust wide staff team
9. Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined.

SPECIFIC RESPONSIBILITIES

These tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder and are not an exhaustive list of all tasks.

- Provide an effective and efficient reception service to the Academy, acting as a first point of contact, welcoming visitors, staff, and students in a courteous, prompt, and professional manner
- Ensure the safety and security of the Academy, by managing that entry into the premises is appropriately controlled at all times
- Ensure that all visitors are signed in in accordance with the Trusts Safeguarding Policy, this will include checking identification and relevant information for the single central record, issuing visitor badges and ensuring that the signing in and out process is followed.
- Be responsible for dealing with incoming communications, ensuring that messages are accurately relayed in a timely manner and referred appropriately
- Be responsible for maintaining and developing the reception area, ensuring it is well presented, to promote the activities and ethos of the Academy;

- Maintain an environment which makes students / staff / visitors feels safe and enables them to report any concerns or complaints.
- Assist in maintaining the student record management, ensuring contents & databases are up-to-date and relevant.
- Assist with student welfare duties, liaising with parents / carers and staff, dealing with complex student matters and exploring where necessary to resolve any queries from student and or parents;
- Work effectively as part of the core administration team providing support for a wide range of administration tasks as directed.
- Manage all incoming and outgoing post and deliveries according to Academy procedures.
- Supporting with the debt management of student lunch accounts. Following and implementing the process by working alongside Year Leaders or discussing with parents / students to resolve the matters.
- Manage lost property and confiscated items ensuring the correct procedure is followed to return items.
- Administrating the student medicines procedure with oversight of the medicines stored within the office.
- Assisting with the uptake of free school meals by promoting and supporting families, maintaining databases and communicating changes where necessary.
- Provide general administrative support e.g. photocopying, filing, compiling responses and respond to routine correspondence, with a strong understanding of Microsoft 365.
- Provide first aid assistance to staff, students and visitors as and when necessary.
- Undertaking any other duties, which may reasonably be regarded as within the nature of the duties and responsibilities / grade of the post.

STAFF CONDUCT

- All employees are expected to familiarise themselves and follow the Trust vision and ethos during their working lives with Archway Learning Trust.
- We are professional people and expect professional conduct (behaviour and language) based on mutual respect, good manners, politeness and common courtesies for all members of our community. We expect that at all times employees behave in a manner that role models positive behaviours for our students to follow.
- Physical violence, verbal abuse and swearing are unacceptable and not tolerated.
- Employees are expected to maintain a professional relationship with students.
- Staff will be fully supported by the Trust at all times in carrying out the behaviour policy.
- The Trust expect staff to wear professional business dress mirroring our high expectations of our student dress code.
- Some functions within the Trust are required to wear uniform that will be supplied by the Trust.

PERSON SPECIFICATION – STUDENT RECEPTIONIST	ESSENTIAL	DESIRABLE
EDUCATION & TRAINING		
NVQ 2 or equivalent qualification or experience in Business Administration or relevant discipline	*	
Take responsibility for own professional development and be willing to partake in further in-service or external staff development and training.	*	
Possess or must be willing to train for the First Aid at Work or Emergency First Aid at Work qualification approved by the HSE as requested.	*	
EXPERIENCE		
Experience of working within a busy and effective team working to agreed deadlines	*	
Previous experience of working within an educational setting.		*
Strong organisational, planning and administrative skills		*
Processing data accurately into an MIS database	*	
An interest in office processes and systems	*	
PROFESSIONAL SKILLS		
Excellent communication skills, both written and verbal to enable and promote effective relationships	*	
Excellent IT skills inc. Word, Excel, PowerPoint and Office 365	*	
Excellent customer service, negotiation and diplomacy skills.	*	
Attention to detail and a methodical approach to completing tasks.	*	
Calm, patient and approachable in all situations with a strong customer care focus	*	
Excellent telephone manner	*	
Ability to prioritise in a fast paced environment	*	
PERSONAL QUALITIES		
High standards of personal presentation	*	
Builds and maintains effective relationships with colleagues and stakeholders in a fair and equitable manner.	*	
Good time management skills	*	
Commitment to Equal Opportunities	*	
Willingness to work within the Christian framework of the school.	*	
SUITABILITY TO WORK WITH CHILDREN		
Archway Learning Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment and will be subject to an enhanced DBS Check	Undertaken on appointment	