



**Halliford
School**
SHEPPERTON

Admin Support – School Receptionist

Introduction to the Role

We are looking to appoint an efficient and well organised Receptionist to provide comprehensive and efficient front-of-house reception services, as well as administrative support. The Receptionist will act as the first point of contact for the School and will also provide administrative support to the Headmaster's PA, Registrar, Bursar and other members of staff, as and when required, ensuring confidentiality is maintained at all times.

The ideal candidate will have excellent interpersonal skills, and previous experience of working in a similar role. Excellent verbal and written communication are essential, as well as flexibility, attention to detail, and complete discretion at all times.

You will also have a strong interest in staff wellbeing and seek to quickly build positive relationships with all staff, encouraging staff retention and achievement. This is a fast paced and operational role and you will need to be extremely organised and used to juggling many different priorities.

This is a full-time year-round appointment with a competitive salary and benefit package. The hours of work are 8.00am – 5.15pm with reduced hours during school holidays (9:00am – 12:30pm). The salary is competitive, dependent on experience and will be discussed at interview.

The School would consider a job share.

Process of Application:

Along with this pack you should have received a copy of the application form, which you are asked to complete in full and as accurately as possible, paying attention to the Job Description and Person Specification. If you have any queries regarding the application process, please do not hesitate to contact Mrs Maria Hartzenberg, the HR & Recruitment Officer, who will be delighted to assist you.

Telephone: 01932 234920

E-mail: maria.hartzenberg@hallifordschool.co.uk

Completed application forms, together with a supporting letter of application (no more than one side of A4) should be e-mailed to the HR & Recruitment Officer to arrive no later than **12 noon, Friday 7th May 2021**. However, please feel free to apply as soon as possible as applications will be considered upon receipt. We reserve the right to interview / appoint before the closing date. Please note that initial interviews will be held on-line at this stage.

On the day of interviews, all applicants will be asked to provide proof of identity and address along with any original certificates pertaining to their qualifications. Full details regarding the interview day will be sent to those candidates on the short-list.

Following the interview, the successful applicant will be invited to accept the position by telephone, but only once a contract has been agreed and signed will unsuccessful applicants be informed. All applicants should be aware that this is a normal part of our selection procedure and should make no assumptions based upon a short delay.

Job Description – School Receptionist

Lines of Responsibility: The School Receptionist is responsible to the Headmaster's PA.

Job Purpose and Description:

To provide comprehensive, effective and efficient Front of House reception services as the first point of contact for the School. To provide administrative support to the Headmaster's PA, Registrar, Bursar and other members of staff as and when needed.

Main Duties:

- Answer telephone calls; re-direct as appropriate; deal with general queries; take messages for staff and pupils as required.
- Provide a welcoming service to all visitors; ensuring they are signed in accordingly; dealt with or re-directed as appropriate.
- Ensure the reception area is clean and tidy at all times, and ensure refreshments are available for any visitors.
- Open post and distribute/deal with accordingly and arrange for outgoing mail to be franked promptly.
- Check AM/PM Registers daily after registration and follow up missing pupils with phone calls to parents.
- Prepare and check registers for extra-curricular activities and follow up appropriately in line with the school procedures.
- Any other register issues.
- Assist the administration team and Headmaster's PA with other duties as and when required.
- Photocopying / Binding / Labels.
- Updating Visitor parking bays.
- Assist the administration team at school events for example Open Days, Examination Days and other events during the academic year.
- Maintain the Reception email account and respond to all queries in a timely manner.
- Assist with letters, certificates and summary of Headmaster's Awards, Benes, Sports, Drama and Music awards for the end of term assembly.
- Update staff pigeonholes.
- Collect prizes from students for annual Speech Day.
- Be responsible for signing in and out cameras to staff and downloading images where required.

Health and Safety

- Ensure Security measures are adhered to; pupils, staff, visitors signed in/out; ID lanyards given to external visitors. Checking and verifying visitor's / supply teachers / visiting speakers ID.
- Collect and take out all information required during a planned or emergency fire evacuation. Follow the procedures as set out in the School Fire Evacuation Policy. Update Staff Registers following a fire evacuation.

Plus, any other comparable duties, as required from time to time, for which the post holder has the necessary experience and/or training.

Conditions of Employment

The post-holder must uphold the School's policy in respect of all matters related to Safeguarding and Child Protection.

The above responsibilities are subject to the general duties and responsibilities in the written statement of conditions of employment (The Contract of Employment).

The post-holder is required to support and encourage the School's ethos and its objectives, policies and procedures as agreed by the Headmaster and Governing Body.

The Job Description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and this must not be construed.

This Job Description is not necessarily a comprehensive definition of the post. It will be reviewed periodically and may be subject to modification at any time after consultation with the post-holder.

School Receptionist Person Specification

Experience

- Experience of working in a general office as part of a team
- Experience of understanding confidentiality
- Experience of using a database system
- Document production and proof reading

Education & Training

- Typing speeds over 45wpm
- Good general education with good GCSE passes (or equivalent) in Maths and English

Knowledge

- Clear understanding of safeguarding within a school
- Clear understanding of word, excel and PowerPoint
- Good understanding of Facebook, Twitter and social media

Skills/Abilities

- Excellent interpersonal skills
- Excellent keyboard skills
- Ability to communicate clearly and effectively, both orally and written with a good, clear telephone manner
- Ability to understand routine of information management on the School's MIS system, ISAMS.
- Ability to prioritise workload effectively
- Ability to work under pressure and to tight deadlines
- Ability to be flexible, multi-task and adapt to change

Personal Attributes

- Welcoming manner and friendly disposition
- Work as a team player
- Organised and methodical
- Good sense of humour
- Discreet and professional
- Ability to respond positively to feedback

Other Requirements (Desirable)

- First Aid Qualification

Additional Information

Non-contractual benefits to Staff Pension

Membership of the Support Staff 16% non-contributory pension upon completion of a successful probationary period.

School Fee Reduction

Children of staff at Halliford School may, subject to passing the entrance examination, be eligible for a 50% remission on fees at the discretion of the Governing Body. This is prorated according to working days.

Meals and Refreshments

All staff are entitled to eat free of charge each day during term time where delicious home cooked meals are served each lunchtime. In addition, hot drinks and biscuits are provided daily in the staff common room with cakes on special occasions. Speciality tea and coffee are also available daily from the Sixth Form Café.

Sports Facilities

Members of staff are permitted to use the School gym and fitness facilities subject to approval from the Director of Sport.

Travel and Visits

Those staff wishing to organise suitable trips and visits for our students are strongly encouraged and supported to do so. These can provide invaluable opportunities for staff as well as students including the opportunity to travel and visit new countries.

Private Vehicles

Free on-site parking is available to all staff, subject to availability. In addition, subject to approval, staff can use their private vehicles for school journeys during working hours. The insurance will be under the school's insurance scheme and staff may claim suitable mileage.

Professional Development and Postgraduate Study

Staff are encouraged and supported to undertake a wide variety of professional development opportunities both within and beyond the School. Those staff wishing to undertake professional qualifications may seek financial support from the Governing Body.

Other Benefits including

- Ability to register with cyclescheme.co.uk
- Personal accident insurance through the school insurers
- 24-hour counselling helpline service
- Enhanced sickness
- Staff socials
- Opportunities to join worldwide educational trips
- Occupational Health Service

Disclosure and other pre-employment checks

Halliford School is committed to safeguarding the welfare of all students at the School.

Therefore, this appointment will be subject to a successful enhanced disclosure check from the Disclosure and Barring Service. This will give details of all spent and unspent convictions and other recordable matters. A policy on the recruitment of ex-offenders is available from the HR & Recruitment Officer. The supplied references will be taken up and the School may approach previous employers for information to verify particular experience of qualifications. A medical questionnaire will be required to be completed by the successful candidate.