



Stoke Newington School  
& Sixth Form

# **JOB PACK**

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**Morning Receptionist**

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## Job advertisement

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### **Morning Receptionist**

Scale 4

10 hours per week,

Monday-Friday 7:30-9:30, Term time

Salary Range £11,81-12,94/hour

We require an outstanding and driven individual to provide receptionist and admin support in this excellent and creative school which has 1600 students, over 200 staff and a £12 million turnover.

#### **The School**

This is an exciting opportunity to contribute to the development of a successful 11-19 inner-city comprehensive which has had a recent glowing OFSTED report. We are committed to a creative and excellent education for all students. We have a positive reputation in the local area, benefit from parental support, have an award winning building and a growing sixth form. Most importantly, students and staff share a commitment to the school's success and ethos.

#### **The post:**

As the first point of contact for the school, we are looking for someone who has exceptional reception and customer service skills. This post requires someone who is able to multi-task in an extremely busy school office, undertaking a range of administrative tasks and procedures whilst interacting with visitors, parents, staff and pupils.

The successful candidate will need to:

- have proven experience of working in a busy office environment
- demonstrate initiative, adaptability, commitment and a positive attitude.
- demonstrate good listening, oral, literacy, numeracy and computer skills
- be resilient, and reliable, with an understanding and respect for confidentiality
- work effectively as part of a team

#### **Contacting us**

If you feel you can make a positive contribution to our school, please apply online via downloading the application form on <https://www.stokenewingtonschool.co.uk/jobs> . Please email complete applications to [recruitment@sns.hackney.sch.uk](mailto:recruitment@sns.hackney.sch.uk) or call on 020 7241 9600 for further information. I look forward to reading your application.

**The closing date for receipt of applications is 27/02/18 at 9am. Interviews will take place the following week.**

*We are an equal opportunities employer committed to ensuring diversity in our workforce.*

*As employers we committed to the safeguarding and wellbeing of all students, an enhanced DBS check is a requirement for all staff.*



The purpose of the Job Description and Person Specification is to provide information about the role and the skills a successful candidate must have. Note for recruiting managers: If you are recruiting for an existing post, reuse the Job Description and Person Specification that already exists for the job.

## Job details

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Job title: Morning Receptionist

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Directorate: *Stoke Newington School*

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Reporting to: Office Manager

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Grade: Scale 4

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## Job description

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Purpose of the post:

- To provide an efficient reception service for the school, dealing with all callers, both on the telephone and in person, promptly and courteously.

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Main duties and responsibilities:

- Providing reception and switchboard support to the school.
- Providing clerical support to the school's administrative function, particularly for YCCs.
- To answer all incoming calls, both internal and external, redirecting/taking messages as necessary and acting on instructions received. To relay messages to staff and pupils.
- To receive all visitors and ensure they sign in and out in accordance with the school's procedures.
- To provide back up support to the Office Manager in administering the school cashless catering system including dealing with parent and student queries and printing cards.
- To use electronic entry system for school gates enabling access for parents, children and visitors to the school premises.
- To keep an up-to-date log of visitors, telephone calls and other relevant school business.
- To deal with general day to day queries from staff, pupils and parents.
- To liaise with the school health service, external agencies and parents including Emergency Services, Education Social Work, Speech Therapy and other services coming in to school.
- To provide First Aid cover in the absence of other First Aiders.
- To accept mobile phones and other pupils' belongings for safekeeping.
- To word process school documentation as requested.
- To liaise with Emergency Support.
- To support the School Attendance Manager.
- To record and post all outgoing mail, purchasing new stocks of stamps when required. To receive and distribute all incoming mail.
- To assist with the maintenance of student records on computer.

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- To maintain records of all pupils' changes of details e.g. addresses, telephone numbers.
  - To assist with receiving and processing deliveries to the school.
  - To word process documents, spreadsheets and do desktop publishing as and when required.
  - To undertake photocopying, filing and general office duties.
  - To provide assistance with other information databases during the busiest times of the year.
  - To make new files for children starting school and maintain the filing system.
  - To undertake additional or other duties as may be appropriate to achieve the objectives of the post and as directed and deemed appropriate by the Office Manager.

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General requirements:

- To participate in a programme of self / professional development to ensure skills, knowledge and understanding are added to and kept up to date.
  - The post holder must at all times carry out his/her responsibilities with due regard to The Learning Trust's policy, organisation and arrangements for Health and Safety at Work.
  - It is your responsibility to carry out your duties in line with The Learning Trust's policy on Equality and Diversity and be sensitive and caring to the needs of others, promoting a positive approach to a harmonious working environment.
  - You must promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.
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Job title:	<b>Receptionist</b>
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<b>Person Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
1. NVQ level 2 in Business Administration or equivalent qualification in related area or equivalent experience.		✓
<b>Experience</b>		
2. Experience of providing direct customer care using a variety of methods, this must include communication of information.	✓	
3. Experience of using Email / Internet.	✓	
4. Experience with the School Management and Financial Management Systems and accurate entry of data.		✓
5. Experience of working with the general public.	✓	
6. Experience of clerical work in a similar environment.	✓	
<b>Knowledge</b>		
7. Working knowledge of IT packages, including Microsoft Word, Excel and desktop publishing software.	✓	
<b>Skills</b>		
8. Excellent telephone manner.	✓	
9. Have good interpersonal skills and be able to communicate effectively verbally and in writing.	✓	
10. Ability to work as an effective team member.	✓	
11. Ability to convey straightforward information, orally and in writing, to colleagues, pupils, parents etc.	✓	
12. Ability to convey information clearly and accurately.	✓	
13. Ability to maintain accurate records and filing systems.	✓	
14. Ability to work in an organised and methodical manner.	✓	
15. Ability to develop good relations with staff and pupils and the wider school community.	✓	
16. Fast and accurate keyboard skills.	✓	
17. Effective in the face of difficult situations and pressure.	✓	
18. Ability to handle people at a variety of levels with politeness, sensitivity, tact and the need to respect confidentiality.	✓	