



Stoke Newington School
& Sixth Form

JOB PACK

Student Receptionist Maternity Cover

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Job advertisement

Student Receptionist Maternity Cover

Scale 4, Salary: £11.92/hour

Thursday-Friday 08:00-13:00, 10hr/week Term time

September 2018-February 2019

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 or call on 020 7241 9600 for further information. I look forward to reading your application.

The closing date for receipt of applications is 3rd of July 2018. 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

Job title: Student Receptionist

Directorate: *Stoke Newington School*

Reporting to: Office Manager

Grade: Scale 4, Thursday and Friday 8:00-13:00, 10 hours/week, Term time

Job description

Purpose of the post:

- The post holder will be the first point of contact for the school students and undertake a range of administrative and communication roles to ensure delivery of a first-class office.

Main duties and responsibilities:

- To deal with front line enquiries from staff, students, parents and other agencies.
- To ensure that visitors to the school are welcomed in a polite, friendly and professional manner.
- To provide refreshments for visitors as appropriate.
- The operation of the switchboard, directing calls to the Headteacher and other staff as appropriate and the taking and passing on of accurate messages.
- Responsible for signing students in late and following the late system by contacting parents, producing reports and sending home letters
- Assist the nominated officer responsible for the day to day operation of the registration system in terms of ensuring data is correctly inputted; the efficient retrieval of information; and for the timely production of reports from the system and to deputise in their absence
- To provide administrative support to designated staff within the school.
- To maintain the school databases and recording systems relating to administration and personnel, ensuring that records, including are up to date, accurate, secure and they comply with the requirements of the data protection act. This will include the filing and updating of manually held systems and the input of data into the computer system.
- To deal with unwell students and administer First Aid
- To liaise with Emergency Support.
- To assist with pupil admissions. This will include managing the transfer of records and additional information about pupils, such as attendance and medical history, to and from other establishments as appropriate.
- To deal with financial duties that are commensurate with the grading of this post, e.g. dinner money collection, school trips.
- To deal with student and teacher permission slips.

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- To distribute post, franking mail and taking along to the Post Office along with any recorded deliveries.
 - To maintain bookings systems.
 - To carry out word-processing, photocopying, filing.
 - Contribute to the overall ethos/work/aims of the school.
 - Participate in training, other learning activities and performance development as required.
 - Attend and participate in meetings as required.
 - 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 Headteacher / Business Manager / Bursar.

General requirements:

- 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:	Receptionist
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Person Specification

	Essential	Desirable
Qualifications		
1. NVQ level 2 in Business Administration or equivalent qualification in related area or equivalent experience.		✓
Experience		
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.	✓	
Knowledge		
7. Working knowledge of IT packages, including Microsoft Word, Excel and desktop publishing software.	✓	
Skills		
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.	✓	