



Stoke Newington School
& Sixth Form

JOB PACK

Receptionist Maternity Cover

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Job advertisement

Receptionist Maternity Cover

Scale 4

36 hours per week

Monday-Friday 09:30-17:30, Full time

Salary: £11,92/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 or call on 020 7241 9600 for further information. I look forward to reading your application.

The closing date for receipt of applications is 10th 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.

Job details

Job title: Receptionist/Admin Officer

Directorate: *Stoke Newington School*

Reporting to: Office Manager

Grade: Scale 4

Job description

Purpose of the post:

- To manage an efficient reception service for the school, dealing with all callers, both on the telephone and in person, promptly and courteously.
- To provide administrative support to the school.
- To lead on the admin aspect of the detention system for the senior leadership team in the areas of environment, whole school and Saturday detention

- Manage all incoming calls, both internal and external, redirecting/taking messages as necessary and acting on instructions received. To relay messages to staff and pupils and support with general day to day queries
 - To receive all visitors and ensure they sign in and out in accordance with the school's procedures.
 - 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 be the main point of contact for dealing with cover queries and supply teachers
 - To use electronic entry system for school gates enabling access for parents, children and visitors to the school premises. To liaise and report any technical problems to the FM team regarding security to the school.
 - To manage the receiving and processing deliveries to the school. To record and post all outgoing mail and to receive and distribute all incoming mail.
 - Providing clerical support to the school's administrative function, particularly for YCCs. To word process school documents, photocopying and scanning
 - To support the School Attendance Manager and 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 support with the maintenance of student records on computer, change of details and linking documents
 - To provide assistance with other information databases during the busiest times of the year
 - To be the main point of contact for emergency support and manage and produce the reports
 - To be one of the main First Aiders. Ensure policy has been followed with recording and follow up.
 - 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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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 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.	✓	
7. Experience of handling and security of cash.	✓	
8. Experience of the clerical function in a school office.		✓
Knowledge		
9. Working knowledge of IT packages, including Microsoft Word, Excel and desktop publishing software.	✓	
Skills		
10. Excellent telephone manner.	✓	
11. Have good interpersonal skills and be able to communicate effectively verbally and in writing with a variety of visitors, students, parents and staff	✓	
12. Ability to work as an effective team member.	✓	
13. Ability to convey straightforward information, orally and in writing, to colleagues, pupils, parents etc.	✓	
14. Ability to convey information clearly and accurately.	✓	
15. Ability to maintain accurate records and filing systems.	✓	
16. Ability to work in an organised and methodical manner.	✓	
17. Ability to develop good relations with staff and pupils and the wider school community.	✓	
18. Fast and accurate keyboard skills.	✓	
19. Effective in the face of difficult situations and pressure.	✓	
20. Ability to handle people at a variety of levels with politeness, sensitivity, tact and the need to respect confidentiality.	✓	

