

# Reception & Admin (Grade 2)

Required as soon as possible





**Ernesford Grange Community Academy** is a thriving 11-18 school, with fantastic facilities and a happy, committed team of colleagues whose sole aim is to bring the very best out of our students.

We are part of the Sidney Stringer Academy Multi Academy Trust, which consists of five schools led by Sidney Stringer Academy. The schools are Radford Primary Academy, Ernesford Grange Community Academy, Riverbank Academy (Special School), Sidney Stringer Academy and Sidney Stringer Primary Free School.

Our vision is to achieve excellence for all with a mission to work together to inspire a learning culture of high expectations with no excuses, where every member of our school community can be proud to belong to Ernesford Grange Community Academy and all students will achieve outcomes which will enable them to succeed in modern society

Teaching and Learning is at the heart of everything we do alongside the belief that every child can achieve no matter the barriers. We have a very firm no excuses culture and have the highest expectations of our young people and our staff. Ernesford is a very collaborative, supportive and inclusive school and it is our wonderful staff who drive the culture of belief in the young people and what they can achieve. Staff CPD is a key component of our continued improvement in high quality teaching and learning and we invest heavily in this aspect of school life

## **Reception and Admin**

We are looking for an organised individual to join our office team as a receptionist and admin support.

This role will be the first point of contact for all visitors to the school. You will provide a warm welcome and ensure that all visitors are signed in and clear about where they need to go.

In addition, you will offer general admin support to the office team and school staff.

We recognise that our support staff are equally as important to achieving our vision of excellence for all and we value every colleague's contribution to our school community.

# Why work at Ernesford Grange Community Academy?

Why should you commit your future to the children of Ernesford Grange Community Academy?

I asked some of our Ernesford colleagues earlier this term what it was that made them love working here quite so much and this is just a snippet of what they said:

- We are a genuine family where the staff care just as much about each other as they do about our wonderful students
- SLT actually trust staff to work and do not micro manage everything
- It feels like the responsibilities during the tough times and decisions are shared to make it a little easier on everyone
- We have a dedicated Director of Staff Well-Being who genuinely wants to make sure we are all happy and enjoying our time at school
- SLT listen to you and actually take on board suggestions on how to keep improving
- We care about others. Really care. Not the care that you do because you have to, or because you feel obliged to.
- Engaging and challenging schemes of work in place which eases workload as they require differentiating according to group need rather than re-creating. These are reviewed constantly so if we need to think of something new we share the workload as a team.

The staff survey from June 2020 highlighted that 99% of colleagues felt that staff morale was good or outstanding, 98% felt the support they received from their line manager was good or outstanding and 95% of staff felt that the management of pupil behaviour was good or outstanding. It is our aim to get 100% for each of these categories in the next survey.

In addition there are benefits to being a colleague within Sidney Stringer Multi Academy Trust

- **100% attendance - 1 day off following year**
- **Staff Development- new leadership challenge programme and subsidies for Masters' degree Chromebooks for teaching staff and class sets for lessons**
- **Social committee with subsidised events**
- **Revision sessions paid for (Subject to minimum numbers)**
- **Occupational health and counselling support**
- **Cycle Scheme**
- **Free Flu jabs**
- **Long service awards**
- **Potential to work across more than one school/phase if appropriate**

## **JOB DESCRIPTION – Reception & Admin support**

**Sidney Stringer Multi Academy Trust** is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to share this commitment.

**Scale:** Grade 2

**Hours:** 37 hours – Monday-Thursday 8.30am-4.30pm, Friday 8.30am-4.00pm. Term time only plus 5 teacher training days (195)

**Reporting to:** Office Manager

**Job Purpose:** To contribute to the provision of a welcoming and efficient reception service, operating the switchboard and undertaking general clerical/admin duties.

### **Key Tasks and Responsibilities:**

- Provide a welcoming reception service for staff, students and the general public directing visitors as required, answering general enquiries and facilitating access to appropriate school services.
- Be responsible for signing in of visitors ensuring that safeguarding procedures are followed.
- Provide a prompt and clear telephone switchboard service, responding to and screening incoming calls ensuring calls and messages are directed to the appropriate department or individual.
- Liaise with Academy staff, visitors, parents, students and external organisations in a way which promotes the Academy ethos and image.
- Undertake administrative and clerical tasks as directed e.g. maintenance of appropriate records. Obtain coach quotes for trips as directed
- Create letters using SIMS templates and undertake the input of data onto SIMS and other computerised systems eg IRIS Reach and Class charts
- Hold or be prepared to undertake training to become a qualified first aider

### **General**

- Other duties as may from time to time be determined by the Operations Manager
- And such other duties as are within the scope and the spirit of the job purpose, the title of the post, and it's grading.

### **Other Duties**

- To undertake such other duties, training and/or hours of work as may well be reasonably required and which are consistent with the role.

- To participate in performance management arrangements.
- To adhere to published school policies and procedures.
- To attend regular meetings with line manager.

## **Safeguarding**

Teachers are accountable for the way in which they exercise authority, manage risk, use resources and protect students from discrimination and avoidable harm. All staff, whether paid or voluntary, have a duty to keep young people safe and to protect them from physical harm. When an individual accepts a role that involves working with children and young people they need to understand and acknowledge that the responsibilities and trust are inherent in that role.

- The jobholder is expected to observe their obligations in accordance with the Academy's Child Protection Procedure, and to report any concerns that they may have regarding a child or young person's welfare to the appropriate person. A copy of the Academy's Child Protection Procedure can be obtained from the jobholder's line manager.
- ***The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.***

## **Rehabilitation of Offenders Act 1974**

This job is exempt from the provisions of the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant convictions cautions and reprimands being considered. Any convictions cautions or reprimands of relevance, obtained by the jobholder after enhanced DBS clearance has been acquired, must be disclosed to the Principal by the jobholder. Failure by the jobholder to do so, or the obtaining by the jobholder of a relevant conviction caution or reprimand, may be managed in accordance with the Academy's Disciplinary Procedure.

## **Health and Safety**

The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in the Academy's Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances. Both can be accessed via the jobholder's line manager and must be observed.

## **Confidentiality and Data Protection**

The jobholder is expected to comply with the provisions of the Data Protection Act 1998. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the Academy's Data Protection Policy.

## **Equality and Diversity**

Sidney Stringer Multi Academy Trust is committed to equality and values diversity. As such the Academy is committed to fulfilling its Equality Duty obligations, and expects all staff and volunteers to share this commitment. The Duty requires the Academy to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age, gender, race and faith, and people who do not share them. Staff and volunteers are required to treat all people they come into contact with, with dignity and respect and are entitled to expect this in return.

### **Training and Development**

Sidney Stringer Academy has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their own continuous professional development, and to attend and participate in any training or development activities required to assist them in undertaking their role and meeting their safeguarding and general obligations.

*This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work, as at the date on which the last review took place.*

*This job description may subject to review and/ or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder, and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests.*

***Job Description Reviewed By: D Burrows (Sept, 2023)***

**PERSONNEL SPECIFICATION**

ATTRIBUTES	REQUIREMENTS
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>▪ Awareness of Academy Procedures</li><li>▪ Computer Literacy, software packages such as word excel outlook spreadsheets, SIMS</li><li>▪ The role of a receptionist</li><li>▪ An understanding of Equal Opportunities</li><li>▪ Customer Service</li></ul>
<b>SKILLS</b>	<ul style="list-style-type: none"><li>▪ Operate switchboard/telephone system</li><li>▪ Communicate confidently and effectively with staff students, parents and external bodies to give and receive information in a courteous effective manner using different mediums. i.e. telephone, in person, email or messages</li><li>▪ Able to resolve queries/ filter callers and use judgement to problem solve when appropriate or refer to appropriate individual or department.</li><li>▪ Use computer systems to record information and generate reports.</li><li>▪ Follow and adhere to recognised procedures</li><li>▪ Sort, identify and clarify and file accurately in alphabetical, numeric or subject order</li><li>▪ Operate Office equipment such as photocopier, scanner</li></ul>
<b>ABILITIES</b>	<ul style="list-style-type: none"><li>▪ Able to problem solve and demonstrate flexibility</li><li>▪ Stay calm in the presence of irate visitors</li><li>▪ Cope with interruptions and use initiative</li><li>▪ Handle multiple tasks in a calm systematic manner</li><li>▪ Able to relate to children and young people in a positive manner</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>▪ Previous clerical experience, preferably in a reception environment, which includes telephone handling and communicating with staff and the public</li></ul>
<b>EDUCATIONAL ACHIEVMENTS</b>	<ul style="list-style-type: none"><li>▪ NVQ or equivalent in Customer Care or Business and Administration or a willingness to undertake relevant training</li></ul>



## Reception and Admin Support

Required as soon as possible

<b>Grade</b>	2 (£17,738 to £18,387)
<b>Working hours</b>	37 hours per week Monday to Thursday - 8.30am – 4.30pm and Friday 8.30am to 4:00pm (half an hour lunch)
<b>Term time</b>	Plus 5 days (Teacher training days)

You will be employed by the trust which consists of five schools led by Sidney Stringer Academy. The schools are Radford Primary Academy, Ernesford Grange Community Academy, Riverbank Academy (Special School), Sidney Stringer Primary Free School and Sidney Stringer Academy.

If you are interested and would like to speak to Donna Last, our Office Manager before applying, then please contact [dlast@egacademy.org.uk](mailto:dlast@egacademy.org.uk) and she will be more than happy to discuss the role with you.

### How to apply

If you are ambitious for yourself and want to be part of a great team at this really exciting time then we would like to meet you.

For further details, an application form, and to apply, please visit our Website:  
**[www.sidneystingertrust.org.uk](http://www.sidneystingertrust.org.uk)**

Please return completed application forms to the recruitment team –  
**[recruitment@egacademy.org.uk](mailto:recruitment@egacademy.org.uk)** [No hard copies to be sent in the post].

We look forward to receiving your completed application form.

Closing date: **28 September 2023 at midday**

Interview date: TBC

**Any offer of employment to the above post will be subject to receipt of a satisfactory disclosure from the Disclosure and Barring Service.**