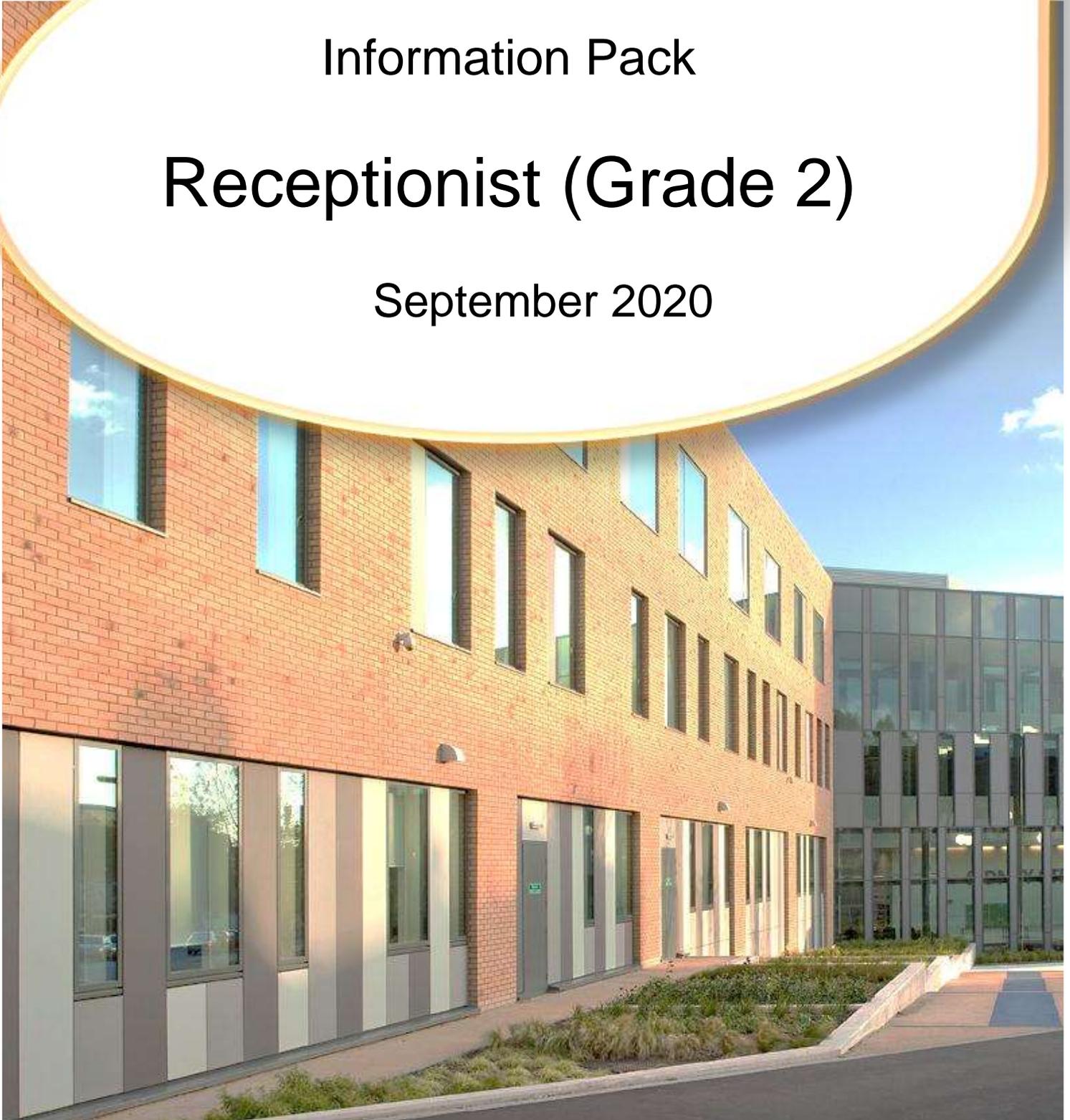


# Information Pack

# Receptionist (Grade 2)

September 2020



Sidney Stringer Academy Multi Academy Trust 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.



All of the schools in the trust are working together with the ambition of becoming outstanding.

As the Trust develops we are exploring the opportunities of creating shared posts and services across the schools so that we can benefit from economies of scale.



## Receptionist

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

We are looking for someone who is friendly, calm, assertive and able to work independently.

You will be part of a team and well supported by your line manager.



## Why work at Sidney Stringer:

- 100% attendance - 1 day off following year
- Staff Development- new leadership challenge programme and subsidies for Masters' degree courses

- Free tea and coffee
- Social committee with subsidised events
- Occupational health and counselling support
- £50 a day for taking trips at weekends/  
Holidays
- Cycle Scheme
- Childcare Voucher Scheme
- Free parking
- Free Flu jabs
- Long service awards



## **JOB DESCRIPTION – Receptionist**

*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.*

<b>Grade:</b>	2 - £9,543 - £9,928 (actual salary)
<b>Hours:</b>	22.5 hours per week Monday to Friday - 8.30am to 1.00pm Term time only plus 10 days
<b>RESPONSIBLE TO:</b>	Operations Manager

**JOB PURPOSE:** To contribute to the provision of a welcoming and efficient reception service, operating the switchboard and undertaking general clerical duties.

### **DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

#### Reception

- 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.
- Operate the school's controlled access system including monitoring access of visitors, contractors and students.
- Undertake administrative and clerical tasks as directed e.g. filing, photocopying and maintenance of appropriate records.
- Undertake the input of data onto SIMS and other computerised systems
- 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.

## **Safeguarding**

Staff 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 General Data Protection Regulation (GDPR) and 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 Multi Academy Trust 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: C.Turpin (July 2020)***

## **PERSONNEL SPECIFICATION**

<b>ATTRIBUTES</b>	<b>REQUIREMENTS</b>
<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>

***All employees of Sidney Stringer Multi Academy Trust are required to comply with the Academy Equal Opportunities Policy when undertaking the duties of their job.***

## Receptionist

**Grade 2** - £9,543 - £9,928 pa (actual salary)

22.5 hours per week – Term time plus 10 days

Monday to Friday 8.30am – 1.00pm

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.

We are looking to appoint a friendly and enthusiastic Receptionist to work with an established and happy team. No day is ever the same and you will be required to be able to think on your feet in a busy environment maintaining a high degree of accuracy in all you do.

If you would like further information or to discuss the post in more detail then please contact

Debbie Campbell (Operations Manager) - [dcampbell.staff@sidneystringeracademy.org.uk](mailto:dcampbell.staff@sidneystringeracademy.org.uk)

### **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.sidneystringeracademy.org.uk](http://www.sidneystringeracademy.org.uk) – ‘*Vacancies page*’

Please return completed application forms to Laura Niblock (HR) -

[\*\*lniblock.staff@sidneystringeracademy.org.uk\*\*](mailto:lniblock.staff@sidneystringeracademy.org.uk) [No hard copies to be sent in the post].

We look forward to receiving your completed application form.

**Closing date: Friday 7<sup>th</sup> August 2020 at 12 noon**

Interview date : to be confirmed

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