

Receptionist

Recruitment Pack

# Contents

About us – Greenshaw Learning Trust

Job description

Person specification

Application process

Employee benefits

**Greenshaw Learning Trust – About us**

The Greenshaw Learning Trust (GLT) provides an effective structure for schools to achieve real benefits from school-to-school collaboration, and a culture of trust and openness that promotes honest and transparent dialogue and mutual support.

At the heart of the Trust is proven school improvement advice and guidance – with regular meetings with school leaders, input from specialist primary and secondary experts and staff training and development in all our schools.

All schools in the Trust receive expert advice and fast-response support on budget planning and monitoring, payroll, human resources, employment and legal advice, purchasing, capital projects, admissions, policy development and audit. Our catering team provides advice and guidance on meeting the statutory responsibilities for food standards, healthy eating and safety, and helps our schools achieve higher take-up of meals and significant cost savings through quality improvement and the central procurement of food supplies.

Each school’s local governing body receives support and advice to ensure that they can contribute effectively to the governance and leadership of their school, including tailored guidance to chairs and clerks and governor training.

The Greenshaw Learning Trust is committed to meeting the needs of every student – our schools offer a wide range of special needs provision and across the Trust we have extensive expertise in behaviour, attendance, family liaison and therapies to support our students and their teachers.

## The Greenshaw Learning Trust Mission Statement

* *We are ambitious for our schools and their students. We believe that there is no ceiling on what can be achieved by anyone, regardless of their circumstances or background.*
* *We are committed to providing a supportive and inclusive learning environment, giving every young person the opportunity to fulfil their potential now, and in the future.*
* *We seek to realise the power of individuals and organisations working together in collaboration whilst retaining their individuality, and we recognise that we can always improve.*

**Job Profile**

|  |  |
| --- | --- |
|  |  |
| **JOB TITLE:** | **Receptionist** |
| **JOB PURPOSE:** | **To act as the first point of call for all School visitors and callers. To welcome visitors and direct as appropriate and to manage all telephone calls and queries.** |

**ACCOUNTABLE TO:** **Office Manager**

## Salary Grade: PS3 Actual salary: £15,846-£16,889per annum (FTE £18,013-£18,957)

(Salary range will be determined subject to experience and qualifications) Salaries are paid monthly on the last working day of each month.

**Hours of work**: 36 hours per week, term time only plus 1 week

**Medical Examination**: The appointment is subject to a satisfactory medical report.

**Superannuation**: Under the Social Security Act 1986 you have the right to make your own pension arrangements. You may choose to contribute to the Local Government Superannuation Scheme or a Personal Pension Scheme. Details of the Local Government Superannuation Pension Scheme are available from the Pensions Department, Civic Offices, St Nicholas Way, Sutton.

**Probationary Period**: New employees are required to complete a six-month probationary period.

**Disclosure and Barring Check (DBS)**: This appointment is subject to the receipt of a satisfactory Disclosure and Barring check.

|  |  |
| --- | --- |
| ***Key Tasks*** | |
| **The Management of Resources.** | * Following security and safe-guarding protocols, provide a welcoming and   efficient service to all visitors and callers to the school, sign-posting and  referring as required   * To ensure appropriate standards of tidiness and order in the school Reception   area so as to project a professional and welcoming environment for  parents, pupils and visitors to the school   * To receive and prioritise incoming telephone calls, e-mails and deal with   them appropriately including recording and distributing messages as required  and in a timely manner   * To assist in maintaining and managing the school telephone system,   ensuring information is fully up to date   * To sort and distribute incoming post and follow the correct procedure   for recording incoming goods. Processing incoming post and ensuring that  it is distributed to recipients without delay and preparing outgoing post   * To manage the administration stationery stock room. * To manage and update the school Room Bookings system * To provide administrative and secretarial support. In such areas as   word processing, reports and filing.   * Maintain emergency grab bag and update daily student registers for fire evacuation purposes * To be aware of and adhere to applicable rules, regulations, legislation and procedures e.g. Equal Opportunities Policy, Code of Conduct, National   Legislation (Health and Safety, Data Protection)   * To maintain confidentiality of information acquired in the course of   undertaking duties for the school   * To be responsible for your own continuing self-development, undertaking   training as appropriate |
|  |  |

**Health and Safety:** Compliance with all health and safety procedures. Taking reasonable care for personal health and safety and the safety of others.

**General Conditions:** This job profile includes the principal responsibilities of the post. However, the post will evolve. The postholder will be required to adopt a flexible approach in order to meet the changing needs of Broadwater School.

## PERSON SPECIFICATION – Receptionist

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Criteria** | **Essential** | **Desirable** | **Assessment** |
| **Qualifications** | ● Good Level of education, including English and Maths at Grade C, 4/5 or equivalent |  | Application Form and  certificates |
| **Experience and Knowledge** | * Working as part of a team | * Experience of working in a busy receptionist role * Practical experience of operating telephone network systems | Written statement, references and interview |
| **Skills** | * Excellent communication skills * Communicates at a level and in a manner appropriate to the situation. * Able to plan, organise and prioritise effectively * ICT skills |  | Written statement, references and interview |
| **Abilities and Attributes** | * Enthusiastic * Trustworthy * Reliability * Ability to work as part of a team * Able to develop and maintain good relationships with staff, parents, governors and students. * Ability to use initiative | * Sense of humour * Flexibility | Interview |
| **Safeguarding** | * Suitability to work with children * Not on the Children’s Barred List |  | References and Enhanced DBS disclosure |

# The Recruitment Process

## 1. Application

To apply for a staff vacancy, please register for an online account to complete the application form. Please visit our website [www.greenshawlearningtrust.co.uk/join-us/staffvacancies](http://www.greenshawlearningtrust.co.uk/join-us/staff-vacancies)

The recruitment process is managed via your online account and you will receive notifications regarding the progress of your application.

The completed online application form should be accompanied by a personal statement of suitability of no more than 2 sides of A4. In the application form and personal statement, you should demonstrate how you meet the requirements set out in the Person Specification. Please include specific examples which support your application.

Applications must be received no later than **noon** **on Monday 9th August 2021**. Applications received after this date and time will not be considered.

## 2. Shortlisting

Shortlisting will be finalised as soon as possible. Shortlisted applicants will be invited by telephone or email to attend a formal interview process. Please make sure you have indicated clearly day and evening telephone numbers on which you can be reached. References will be taken up after shortlisting.

## 3. Interview Process

The interview process may consist of a practical test related to the knowledge and abilities in the Person Specification. A further shortlisting process may then take place and shortlisted applicants will be invited to a final formal interview on **Wednesday 18th August 2021**

## 4. Feedback

Unsuccessful shortlisted applicants will have the opportunity for professional feedback during the week following the interviews.

**5. Taking up post**

The successful applicant will take up post from 1 September 2021

## 6. Additional information

For further information, please contact Karen Carling, HR Manager on k.carling3@broadwater.surrey.sch.uk

## 7. Safeguarding

Greenshaw Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects staff and volunteers to share this commitment. The successful applicant will be subject to an Enhanced DBS and barred list check.

We are ambitious about diversity and inclusion and very much look forward to receiving applications from candidates whose personal qualities and values reflect those in the person specification and whose experiences also place them in a strong position to deliver the challenges set out in the job description. We encourage applications from candidates regardless of age, disability, gender identity, sexual orientation, pregnancy, marital status, religion, belief, or race.

# Employee Benefits

## Professional Development and Career Progression

We recognise our employees as our most important asset and we are aware that the quality and commitment of our employees is critical to our success.

We offer training programmes to support staff across all our schools. We offer both inhouse and external training opportunities as well as links to professional bodies. If you have specific training requirements or would like to find out more about any of the courses above please see your line manager.

## Local Government Pension Scheme (LGPS)

The Local Government Pension Scheme is one of the largest public sector pension schemes in the UK. It is a nationwide pension scheme of 3.5 million members working in local government or working for other types of employer participating in the scheme. The LGPS is a defined benefit scheme which means that your pension will continue to be worked out using a set formula and it is guaranteed by Government. On starting your employment, you will be automatically entered into the pension scheme, we will provide you with further information within your starter pack.

## Cycle to Work

You can make huge savings on a bike and permitted accessories when you sign up to the Cycle to Work scheme through Greenshaw Learning Trust. Your Cycle to Work scheme will be implemented via a salary sacrifice arrangement whereby you agree contractually to a regular reduction from your gross salary to cover the cost of the bike and accessories, therefore making tax and National Insurance savings. For further information, please visit <http://www.flexiblebenefits.coop/our-benefitsorig>

## Gym Discounts

As an employee of Greenshaw Learning Trust, you can benefit from discounts at over 2900 gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities across the UK. Even if you are currently a member at one of the listed gyms, you may still be able to benefit from a corporate discount.

## Employee Assistance Programme

Life – there’s a lot to juggle. Work, family, relationships, finances, health, the list goes on. Sometimes, meeting the demands of your work and personal life can be a real challenge. As your employer, we recognise this and therefore feel it is important that we provide you with an Employee Assistance Programme (EAP) to help take the strain when you need some extra support. Your EAP can save you time, and help reduce stress and anxiety, improving your well-being and freeing you up to focus on other things. [www.workplaceoptions.com](http://www.workplaceoptions.com/)

## Eye Care Voucher Scheme

Greenshaw Learning Trust are committed to fulfilling responsibilities for the health, safety and welfare of its employees. Eye tests will be provided to ensure users can comfortably see the screen and work effectively without visual fatigue. If a DSE user requests an eye test, the Trust will provide one. If the test shows that the user requires glasses specifically for DSE work, the Trust will cover the cost of these glasses.