



STOKE PARK  
— SCHOOL —

# PART TIME RECEPTIONIST (2 days per week) RECRUITMENT PACK





Thank you for your interest in a career with The Futures Trust. We hope that this recruitment pack provides you with all the information you need to start your journey with us.

The Futures Trust is a growing Trust with four primary schools and five secondary schools located in Coventry, Warwickshire and Leicestershire. We have 8,000 pupils in our schools and over 1,000 colleagues work for the Trust supporting our school community.

The Trust is committed to building brighter futures for everyone. This commitment is underpinned by 3 clear values:

### **1. Students first**

Teachers and leaders totally focused upon the educational benefit of our students.

### **2. It's about learning**

Students, teachers and leaders focused upon developing and improving their learning.

### **3. No barriers**

No excuses, only support to ensure student, teachers and leaders maximise their achievement.

It is an exciting time to join the Trust. We offer trust wide career paths and invest in outstanding opportunities for our staff to learn and grow.

If you join The Futures Trust team, you will be part of a professional learning community totally focussed upon learning and dedicated to ensuring learners achieve their potential and build their own bright future. We look forward to hearing from you.



# STOKE PARK SCHOOL



Stoke Park School is a thriving school that is committed to Building Brighter Futures for all of its students.

A crucial part of Building Brighter Futures is providing a high-quality educational experience delivered through an academic curriculum and an exceptional programme of enriching experiences. We are looking to expand our team of dedicated professionals who excel in their field.

*Natalie Rock, Headteacher*

<b>JOB TITLE:</b>	<b>PART TIME RECEPTIONIST (2 DAYS PER WEEK)</b>
<b>OPPORTUNITY:</b>	<p>We are seeking to appoint an excellent Receptionist to join Stoke Park School. You will be responsible for delivering a professional, efficient and effective reception and administration service to the School. Visitor management will be a key element of the role ensuring safeguarding standards are maintained for all those who visit the school.</p> <p>A personable, organised individual will thrive in this role.</p>
<b>REPORTING TO:</b>	Headteacher's PA
<b>LOCATION:</b>	Based at Stoke Park School with a requirement to travel to work at schools in the Trust.
<b>SALARY/HOURS:</b>	<p>Grade 3 (FTE: £23,351 - £24,545 per annum) All year round</p> <p><b>Either:</b> Monday (8:00am – 4:00pm) &amp; Friday (8:00am – 3:30pm)</p> <p><b>Or,</b> Monday &amp; Tuesday (8.00am – 4:00pm)</p> <p>(Please specify on application form)</p>
<b>BENEFITS:</b>	<ul style="list-style-type: none"> <li>• Competitive rates of pay</li> <li>• Extensive professional development opportunities across the Trust</li> <li>• Career pathways across the Trust</li> <li>• Teacher/Local Authority Pension Schemes</li> <li>• Online retail discount</li> <li>• Employee Assistance Programme</li> <li>• Family Friendly policies to support family &amp; carer commitments</li> <li>• Flexible Working Arrangements</li> </ul>

and require all staff and volunteers to share this commitment.



## JOB DESCRIPTION

### Job Purpose:

To deliver a professional, efficient and effective reception and administration service to the School, and ensure that the School's safeguarding and health and safety procedures in relation to people entering and exiting the School building are implemented at all times.

### Duties and responsibilities:

#### Reception duties

- 1) Represent the School in a positive and professional manner at all times.
- 2) Welcome, direct and advise visitors, students and colleagues as required.
- 3) Ensure that all visitors are provided with the necessary information or referred to appropriate alternative sources for help or advice.
- 4) Maintain the reception diary of expected visitors and liaise with colleagues when visitors arrive.
- 5) Implement and enforce the School's signing in and out procedures and the Management of Visitors Policy.
- 6) Implement the signing in and out procedures for all staff and students
- 7) Manage the School's switchboard, responding to internal and external telephone calls in a prompt manner, assisting callers with their requests and enquiries and directing and filtering calls appropriately.
- 8) Take messages for colleagues and ensure that they are promptly distributed.
- 9) Facilitate communication with staff using the in-house walkie-talkie system.
- 10) Keep the School's reception area tidy.
- 11) Obtain telephone numbers as required, maintaining records of essential telephone numbers and keeping the School's internal telephone list up to date.
- 12) Enter data onto various School systems as required.
- 13) Manage the School's diary for room bookings.
- 14) Receive, sort and distribute incoming mail and prepare outgoing mail for posting including the maintenance of the post book and ensuring the secure delivery and storage of exam papers.
- 15) Seek and provide information in order to answer queries, referring complex enquires to appropriate personnel.
- 16) Receive, sign for and check deliveries to the School, ensuring appropriate and timely distribution and security, with due consideration to health and safety issues.
- 17) Maintain a confidential and discreet manner at all times, and ensure that all information is managed in accordance with data protection and safeguarding requirements.

- 18) Work with colleagues to ensure the implementation of the School's Visitor Management policy
- 19) Provide advice and guidance to visitors regarding the Visitor Management process ensuring that appropriate safeguarding checks have been conducted for any visitor /contractor in the school in accordance with the school's Visitor Management Policy.
- 20) Work with relevant colleagues to maintain the school's Approved Visitor List
- 21) Under the direction of the Designated Senior Leader carry out general administrative duties including but not limited to receiving, distributing and sending faxes and emails, photocopying, printing and preparing packs of information.
- 22) Report any safeguarding concerns in accordance with School and Trust safeguarding policies and procedures

### **Line management**

There is no line management in this role.

### **Professional Development**

- Maintain personal professional development to ensure that the knowledge and skills required to fulfil the role of Receptionist are up to date, including 'First Aid at Work' qualification, and attend refresher training as required.
- Be a professional role model, and understand and promote the aims of the School and the values of the Trust.

## PERSON SPECIFICATION

	Essential Criteria	Desirable Criteria	Measured By
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE C grade or higher (or equivalent) in English &amp; Maths</li> </ul>	<ul style="list-style-type: none"> <li>A relevant vocational qualification</li> </ul>	Application form Certificates
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Excellent communication skills; able to communicate effectively both verbally and in writing with a range of audiences</li> <li>Highly organised; can prioritise and work well under pressure, managing conflicting demands whilst exercising attention to detail</li> <li>Professional personal presentation; able to represent the School and Trust in a positive light at all times</li> <li>Able to maintain the highest levels of confidentiality and data security</li> <li>Able to work both as an effective team member, and independently using initiative to problem solve</li> <li>Able to use ICT packages including Microsoft Word, Excel and Outlook</li> <li>Strong interpersonal skills; able to liaise and work with internal and external stakeholders at all levels, and develop effective working relationships</li> </ul>		Application form Interview

<b>Skills and Abilities (continued)</b>	<ul style="list-style-type: none"> <li>• Assertive in order to ensure School procedures are maintained and followed</li> <li>• Able to follow the school's safeguarding procedures and recognise when to report any concerns</li> <li>• Able to maintain secure and accurate records in electronic and hard copy filing systems</li> <li>• Able to consistently produce accurate and high-quality work</li> <li>• Able to respond to day to day enquiries and recognise when to refer matters to a more senior colleague</li> </ul>		
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Working in a customer focused environment</li> <li>• Working well independently and as part of a team</li> <li>• Using ICT systems to input data</li> <li>• Problem solving</li> <li>• Learning to implement processes and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working as a Receptionist</li> <li>• Experience of working in an educational setting</li> </ul>	Application form
<b>Knowledge and understanding</b>	<ul style="list-style-type: none"> <li>• Professionalism and the perceptions of others</li> <li>• The importance of effective and efficient administration and customer service</li> <li>• Data protection and Confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• The issues relating to safeguarding children and young people</li> </ul>	Application form Interview
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• A professional role model who is committed to their own professional development and to developing others</li> <li>• Committed to and able to promote the aims of the</li> </ul>		Interview

	<p>school and the values of the Trust: Students First, It's about Learning, No Barriers.</p> <ul style="list-style-type: none"> <li>• Professional appearance and demeanour</li> <li>• Able to work calmly under pressure and withstand stress</li> </ul>		
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## HOW TO APPLY

CLOSING DATE:	9am - Monday 11 <sup>th</sup> November 2024
INTERVIEWS:	TBC

If you wish to find out more about this role and a career within The Futures Trust please contact the Recruitment Team on tel: 02477 102134.

To apply for this post, please download an application form from [HERE](#) and return to [recruitmentadmin@thefuturestrust.org.uk](mailto:recruitmentadmin@thefuturestrust.org.uk)

On application please read the following policies found [HERE](#)

- Stoke Park Safeguarding & Child Protection Policy
- Safer Recruitment Policy
- Suitability Policy
- GDPR Privacy Notice for Applicants

The Futures Trust are committed to safeguarding and promoting the welfare of children and young people and require all staff and volunteers to share this commitment.

The successful candidates for all positions will be subject to an enhanced DBS check and Social Media check.