

ROLE PROFILE

#RKLTPeople

Nurturing Ambition, Inspiring Excellence



Red Kite Learning Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Appointments will be subject to an enhanced DBS disclosure. We are an equal opportunities employer which welcomes applications from all sectors of the community. We are committed to promoting diversity and want a workforce which reflects the local population of each of our schools.



www.rklt.co.uk/careers



*Red Kite Learning Trust is committed to supporting work–life balance and recognise the benefits of flexible working. We welcome requests for flexible working arrangements as part of the recruitment process. While flexibility may be possible for many roles, each request will be considered on an individual basis.

Job Title:	Receptionist	School:	Temple Moor High School and Sixth Form
Salary Grade:	B1 SCP 4-6	Working Hours:	37 hours per week
Contract Type:	Permanent, Term Time Only + Training Days	Location:	Leeds

Responsible to: Headteacher

Role summary: To provide high-quality clerical, administrative and financial support to the school under the direction of senior staff. As a key member of the reception team, you will create a welcoming and professional first impression for students, parents, staff and visitors, ensuring the smooth day-to-day running of the office and meeting the needs of the school community to a high standard. The role also includes providing first aid support, alongside other reception team members, when required.

Special conditions of service: No smoking policy, including e-cigarettes/vaping.

Role specific responsibilities:

- Provide a welcoming, professional and positive first point of contact for staff, students, parents and visitors.
- Meet and greet staff, students and visitors and manage the visitor signing-in system in line with safeguarding procedures.
- Undertake reception duties including answering and directing telephone calls and responding to face-to-face enquiries.
- Handle enquiries and requests for support efficiently and confidentially.
- Operate the school switchboard and relay messages promptly and accurately.
- Manage correspondence including incoming and outgoing mail, emails and telephone messages.
- Undertake typing, word processing, data entry and other ICT-based tasks including the use of school management information systems and databases.
- Prepare letters and other routine documentation.
- Provide routine administrative support and assist with whole-school administration as required.
- Liaise with external agencies and service providers including the school nurse, photographers and SEND professionals.
- Provide first aid support for students and staff and maintain accurate records of treatment provided.



- Support the Business Operations team with administrative tasks including finance and human resources activities as required.
- Process internal and external room bookings using the school's management information systems.
- Maintain a tidy, welcoming reception area and ensure information displays are current and accurate.
- Work collaboratively with colleagues to support the efficient running of the school office and wider school community.
- Use ICT effectively and seek opportunities to improve processes and efficiency.
- Attend team meetings, training, performance review activities and professional development opportunities.
- Work flexibly to meet the needs of the school.
- Follow all school and Trust policies, procedures and safeguarding requirements.
- Undertake any other duties appropriate to the role as directed by the line manager.

All colleagues , regardless of career stage, will make a positive contribution to the wider life and community of our school, for example through sport, music, hobbies etc.

RK People responsibilities:

- Contribute to the overall aims and values of our Trust, appreciate and support the roles of other members of the wider team and attend and participate in relevant meetings as required
- Comply with all Trust policies and procedures including child protection, health, safety, welfare, security, confidentiality and data protection, reporting any concerns to the appropriate person
- Contribute to ensuring safeguarding procedures are in place and used effectively at all times

The role holder must demonstrate a flexible approach to the delivery of the role. Consequently, the role holder may be required to perform work not specifically identified in the job profile but which is in line with the general scope, grade and responsibilities of the role.

Our Trust Mission
Nurturing ambition, delivering excellence and enriching children's lives.

Our Trust Values

- Collaboration**
We pull together to deliver the best outcomes for every child in every school, working with professional generosity and openness for the common good. We share joy in our achievements - personal and collective.
- Integrity**
We put ethical leadership and excellent governance at the heart of our Trust, serving our schools and communities with fairness, honesty and transparency and a hunger for social justice.
- Respect**
We champion equity, equality and diversity. We treat our children, families, staff and partners with respect and kindness - modelling our values and wanting the very best for each other.

Our Trust Goals

- We champion learning**
Learning together creatively with a rich and broad curriculum, where great teaching and confident reading are fundamental to enriching children's lives.
- We promote wellbeing**
Ensuring the wellbeing of every child and member of staff in our Trust.
- We invest in our people**
Supporting every member of staff throughout their career to be the best that they can be.
- We innovate with technology**
Enabling all learners to harness technology, ensuring all have access at home, and innovating with technology for learning.
- We are our Trust**
Growing together collaboratively we will strengthen our Trust for the benefit of our children, our staff, our communities and our environment.

RED KITE LEARNING TRUST



PEOPLE PROFILE		
Aptitudes and Characteristics	Essential	Desirable
Strong interpersonal skills with a welcoming, professional manner	*	
Ability to work flexibly and collaboratively as part of a team as well as on own	*	
Able to use own initiative and motivate others	*	
Ability to communicate to a variety of stakeholders	*	
Ability to work calmly under pressure to high levels of accuracy	*	
Ability to demonstrate a commitment to equality of opportunity for all pupils	*	
Ability to handle sensitive information confidentially with discretion and professionalism	*	
Ability to contribute to wider school life	*	
Willingness to be flexible and work to meet the best interests of the school	*	
Willingness to proactively take part in training. Take responsibility for and be keen to improve upon own professional development	*	
Committed to excellent customer care and putting the customer at the heart of everything you do, and continually improving customer satisfaction	*	
Ability to manage workload effectively to meet deadlines	*	
Excellent written and oral communication and organisation	*	
Excellent attention to detail and works to high level of accuracy	*	
Qualifications, Knowledge and Experience	Essential	Desirable
GCSEs English and Maths (Level C) or equivalent	*	
Have knowledge of basic first aid		*
Willingness to undertake first aid training	*	
Awareness of key legislation and regulations, including health and safety requirements, data protection and confidentiality.		*
Competent ability in ICT	*	
Knowledge of general office procedures and practice	*	
Experience of working in partnership with others to deliver work to set deadlines	*	
Experience in the use of Microsoft packages	*	
Experience of dealing with queries from a wide range of people	*	
Experience of providing customer facing or administrative role	*	



Safeguarding and Promoting the Welfare of Pupils	Essential	Desirable
An appropriate motivation to work with children and young people	*	
Ability to maintain appropriate relationships and personal boundaries with children and young people	*	
Emotional resilience in working with challenging behaviours and appropriate attitudes to the use of authority and maintaining discipline	*	

