



RIDGEWOOD  
HIGH SCHOOL

# Recruitment Pack

Position	Receptionist
Contract details	1 part-time, permanent position 25 hours per week, 39 term time weeks Monday - Friday 11.00am – 4.00pm 39 weeks, term time, plus one week.
Pay scale	Grade 3, SCP 5 Actual salary: Under five years' service £14,922 Over five years' service £15,259
Start date	May 2026
Close date	9am, 13 <sup>th</sup> April 2026 Successful candidates will be contacted
Interview date	w/c 20 <sup>th</sup> April 2026
How to apply	<ul style="list-style-type: none"><li>• Vacancy details are available on the school website vacancies page: <a href="https://www.ridgewood.dudley.sch.uk/vacancies">https://www.ridgewood.dudley.sch.uk/vacancies</a></li><li>• Complete your application using the 'Apply Now' button to access the app: <a href="#">Ridgewood High School, Stourbridge, West Midlands   Teaching Jobs &amp; Education Jobs   MyNewTerm</a></li><li>• Recruitment queries, please email: <a href="mailto:replies@ridgewood.dudley.sch.uk">replies@ridgewood.dudley.sch.uk</a></li></ul>



## Ridgewood High School

Headteacher – Mr J. Cannon.  
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Dear Candidate,

Thank you for showing an interest in our post and joining our school. Students at Ridgewood really enjoy school, partly because we have such good teaching and also great support.

This is an exciting time to join the Ridgewood Team. It is difficult to capture the atmosphere and ethos of a school on a page, but I believe that we have created something very special. Having joined the school in September 2019, I am really enjoying my time here. Ridgewood is quite simply a great place to work. Our staff team is very friendly and supportive - we all work hard because we know that our jobs are important, but we also have fun, we like each other and really appreciate the contributions that each individual makes. Because staff welfare is integral to the success of the school, we look after staff wellbeing and monitor their workload. Our staff do the best they can for the students in their care. There is a kind and happy family atmosphere in our school. High quality CPD is at the heart of our offer for staff and this is very much appreciated. Staff work together to research best practice, they share ideas and they monitor the impact of new developments on student progress and behaviour.

We are all very proud of the transformations that we have made in our school. Our last Ofsted inspection in July 2023 secured 'Good' grades across the board. We were praised for being a 'caring, inclusive school', with 'high expectations', 'warm and respectful relationships... between students and staff', an 'ambitious' curriculum and 'staff reported they are proud of their school' and 'are given opportunities to develop as professionals'. They also report that 'leaders manage staff workload well.'

Our students are lovely which explains why so many staff have worked in the school for such a long time! Because we have clear and effective behaviour systems, which centre around building healthy personal relationships, students know what is expected of them. They want to do well; they participate in a wide variety of extra-curricular activities and they get on well with their teachers. Supply teachers frequently say Ridgewood is one of the nicest schools they visit.



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At every level, school leaders are visible, dynamic and supportive. We are proud that our leaders have been working effectively across Stour Vale Academy Trust, training new teachers and collaborating on improvement projects. A number of Ridgewood staff have secured promotions this year and last year, showing that our leadership development is strong.

If you want to join an ambitious, caring school in a lovely location, then we could be the school for you. We welcome candidates visiting before you apply, if possible, at a time during the school day so that you can see and feel our ethos in action. We wish you lots of luck and look forward to meeting you.

Yours faithfully,

**Mr James Cannon**

Headteacher

Ridgewood High School



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## At Ridgewood we...

### Our school motto is:

#### We want our students to:

- Achieve excellent exam results across a range of high-quality qualifications.
- Be happy, healthy, safe and confident about the future.
- Work hard, play hard and be nice people.
- Enjoy healthy working partnerships with adults and know how to resolve conflict when times get tough.
- Be resilient, able to cope with struggle and be determined learners. Know what to do when they don't know what to do.
- Shake hands with new people, get eye contact and present themselves as thoughtful, articulate young adults.
- Be selfless learners contributing to many teams and communities.
- Be curious about the world around them and have a spirit of adventure.

### Our staff working values are:

Commitment to achieving excellence	Hope and positivity	Teamwork	Kindness	Honesty
We expect high quality in every aspect of our school provision. We want and expect the best for our students and ourselves. There are no excuses, no blame and no fear in the way we work. We take responsibility for mistakes and use them to achieve a first-class process and outcomes.	We believe that everyone in our school can be their best selves. We know that our roles are important in giving children choices for the future. Our talk and actions are positively framed; we build success step-by-step and use failure as necessary stepping stones in the learning process.	We know that the team is stronger than the individual and work together to get the school we want. We support each other and care, helping everyone be their best selves. We enjoy working together and use 'with not to' to guide our work. We all play our individual part in Team Ridgewood.	We treat others as we would wish to be treated ourselves. We are kind and respectful to everyone and work hard to protect the dignity of all. We appreciate the contributions of our peers and our students and give praise where it's due. Being kind helps us feel better and creates a happier community.	We are open to improving our own practice and the practice of others in our team. We value the feedback that we are given. Respectful honesty in all our interactions helps to build trust, build better collaboration and healthy relationships.



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### At Ridgewood our provision is guided by the following principles:

<b>High Expectations</b>	Showing belief that our students can achieve at a high level in every arena be it academic, sporting, social.
<b>Dynamic Leadership</b>	Highly visible and dynamic leadership whose actions have an excellent impact on provision for our students.
<b>Ambitious Curriculum</b>	An ambitious curriculum and an entitlement to a rich body of academic, social and cultural knowledge and skills.
<b>Supportive Behaviour Culture</b>	A supportive and optimistic culture which develops the behaviour and attitudes of determined learners using 'Ready, Respectful and Safe' and our 'Determined Learners grid.
<b>Rigorous Personal Development</b>	Well planned and rigorous personal development that supports and challenges <u>every</u> child and helps them acquire a wide range of skills and aptitudes so that they leave us confident in their abilities.
<b>Excellent Teaching</b>	High quality responsive teaching that engages, enthuses and challenges every student in every lesson every day.
<b>Caring Ethos</b>	A caring ethos which keeps students safe, happy and healthy.



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### **At Ridgewood we secure excellent behaviour**

#### **We expect our students to be Ready, Respectful and Safe**

##### **Ready**

We show we are Ready by:

- Attending school every day;
- Being on time for school, on time for lessons;
- Looking smart and business-like in the correct uniform;
- Being calm and purposeful at the beginning of a lesson;
- Being well equipped with pens, pencils, ruler, rubber, sharpener, a scientific calculator;
- Being well informed and optimistic about the future;
- Taking part in extra-curricular opportunities, representing the tutor group, house and the school.

##### **Respectful**

We show respect to our school community by:

- Having positive body language, good eye contact and by speaking clearly, calmly and positively;
- Listening carefully to the teacher and the views of others;
- Being kind in our words and actions- we don't use swear words, abusive or prejudicial language;
- Following the instructions of adults quickly as they will be keeping students safe and focussing on their achievement;
- Looking after the learning environment, putting litter in the bin and keeping work areas clean and tidy;
- Being considerate to the local community when we travel to and from school.

##### **Safe**

We show we know how to be **Safe** by:

- Being where we should be;
- Speaking to an adult if we are worried about something;
- Acting safely, keeping ourselves and others from harm;
- Reporting any concerns we have to a member of staff. If we see something that's not right, we must say something;



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- Walking on the left-hand side of corridors, stairs and doorways;
- Leaving phones at the bottom of our bags and not using them in school;
- Using technology safely by adjusting our privacy settings, by only writing positive messages to other students and by reporting anybody who makes us feel uncomfortable online;
- Not bringing weapons or drugs into school. These both may lead to permanent exclusion.



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### Job Description – Receptionist

#### **Main purpose of this role:**

Reports to: PA to Headteacher / Senior Leadership Team.

To provide support and work under supervision to complete varied duties including acting as 'first point of contact' for all visitors.

We have an experienced and highly capable Administration team whose work is very much valued for its contribution to the smooth running of the school. This role is very important in its contribution to the Ridgewood student, parent/carer and visitor experience. First impressions are incredibly important and our Receptionists help to provide that initial welcome to our school. Our Receptionists play a pivotal role in connecting and informing staff on a range of different items that occur throughout a school day, some of which are planned and others are managed in the moment, such is the nature of this role.

#### **Main Activities:**

All staff will share the school's commitment to safeguarding and promoting the welfare of children and young people.

#### **Administrative**

- To act as a point of contact for all school enquiries either by telephone, email or face to face and contribute to the smooth running of the school reception.
- Check safeguarding requirements for all visitors to the school.
- To arrange hospitality requirements and meeting room facilities.
- Locate pupils in lessons to pass on urgent messages from parents and/ or teaching staff.
- To contact parents /carers as required in relation to illness of pupils.
- Text processing tasks as required.
- To use the school information system in order to search for and input information as required.
- To photocopy/scan documents and materials as directed.
- To record and sign visitors and staff in and out of the school.
- Issue visitor passes where necessary.
- To alert the Site Team to issues across the school site or if supplies are needed in classrooms.
- To receive, record and safely store student mobile phones if confiscated and notify parents/carers.
- To arrange and record minibus usage and driving assessments for relevant staff.



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### **Support for the School**

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person or Line Manager.
- Contribute to the overall ethos/work/aims of the school.
- Participate in training, other learning activities and performance development as required.
- Attend and participate in meetings as required.
- Any other duties commensurate with the duties/responsibilities/grade of the post.
- All staff in school will be expected to accept reasonable flexibility in working arrangements and the allocation of duties including duties normally allocated to posts at a lower responsibility level, in pursuance of raising student achievement and effective team working.

Stour Vale Academy Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. We will carry out pre-appointment checks including DBS and will disqualify any applicant where we consider the outcomes to be unsatisfactory. This post is exempt from the Rehabilitation of Offenders Act (ROA) 1974.

We are equally committed to ensuring that no applicant will be disadvantaged or discriminated against because of their protected characteristics under the Equality Act 2010.



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### Person Specification – Receptionist

Post holders will share the school's commitment to safeguarding and promoting the welfare of children and young people.

<b>Attributes</b>	<b>Criteria (desirable/essential)</b>	<b>Assessed</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Experience in a customer service environment (D).</li> <li>▪ Experience of general administration duties (E).</li> </ul>	<i>Application and interview</i>
<b>Qualifications/ Training</b>	<ul style="list-style-type: none"> <li>▪ NVQ2 or equivalent— or willing to work towards qualification (E).</li> <li>▪ Good numeracy and literacy skills (E).</li> <li>▪ Excellent communication skills (E).</li> <li>▪</li> </ul>	<i>Application and interview</i>
<b>Practical Skills</b>	<ul style="list-style-type: none"> <li>▪ Accurate and effective use of ICT packages (E).</li> <li>▪ Ability to meet strict deadlines (D).</li> <li>▪ Ability to maintain high standards of accuracy and have a calm methodical approach to work (E).</li> </ul>	<i>Interview and short tests</i>
<b>Personal Qualities and Attributes</b>	<ul style="list-style-type: none"> <li>▪ Ability to relate well to students and adults (staff and visitors) (E).</li> <li>▪ Ability to work constructively as part of a team, understanding school roles and responsibilities and own position in these (E).</li> <li>▪ Good organisational and communication skills.</li> <li>▪ Honest, reliable and responsible approach to work (E).</li> <li>▪ Conscientious and flexible (E).</li> <li>▪ Ability to identify own training needs and willingness to participate in training and development opportunities (D).</li> </ul>	<i>Interview</i>



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### **Ridgewood High School – Administration Team**

The Administration Team consists of the PA to the Headteacher, SIMS Administration Assistant, two Reception Assistants, Admin / Cover Assistant, a Print-room Assistant. The team are based over three bright and airy offices plus the school reception at the heart of the school. Our reception area is the hub and heart of the school, where most staff, students and visitors will pass through at some point. Reception is a light, clean, welcoming space, with some visitor-waiting chairs and two meeting-rooms adjacent to Reception. Whilst most of your role will involve working with staff in school and external visitors, parents/carers; you will also have regular contact with our students throughout each day.

Our Admin Team works alongside the team at Stour Vale to ensure that all the schools are following the same procedures and systems.

We want our students at Ridgewood to feel safe, happy and confident that they will make progress in school. Our drive to improve and move forward means the child's best interest is at the heart of everything that we do in whatever role we do in school. We offer many extra-curricular opportunities to help students grow into confident and well-rounded individuals. Our fundamental principles are that students enjoy our lessons, feel safe and experience consistently high standards.

#### **Ridgewood students**

Our students are friendly, interested and polite. They enjoy happy, respectful and safe relationships with the adults who guide their learning. Staff and students like working together. Our learning atmosphere is calm and students are keen to succeed. Ridgewood students are frequently praised when we take them on trips or when we have visiting speakers in school. They ask interesting questions and are keen to understand new perspectives. We want our students to be good people with kind hearts as this will benefit the local community as well as their own self-esteem. Charity work is abundant in school and we support many charity initiatives. We are working on developing our students' oracy and academic writing as we want them to be able to speak and write with academic rigour which prepares them for life beyond Ridgewood.

#### **The Curriculum**

All students at Ridgewood follow a two-week, fifty-hour timetable. Our curriculum is broad, balanced and aims to give all students both a strong academic core and the opportunity to explore their creativity. We have a three-year Key Stage Three so that students can choose their options when they are mature and well informed about future career choices. Our curriculum is reviewed annually to ensure it best meets the need of each cohort.

#### **Professional Development**



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Regular time and expertise are provided for all staff to develop their good practice in order to improve the quality and consistency of learning and teaching. This has been a key driver in the school's improvement agenda. High quality CPD is an expectation at Ridgewood. This year we are focussing on: developing students' deeper thinking and understanding of good work using success criteria.

### **Ethos and Expectations**

We have high expectations of all our students and our staff. We encourage active participation in an outstanding range of extra-curricular and enrichment activities through which students can experience success, develop their confidence and believe that they can achieve. We believe that schools should ensure **all** students have access to high quality experiences which build cultural capital, teach them about British values and our Ridgewood values of honesty, kindness and teamwork.

### **Pastoral Care, Support and Guidance**

There are established Year and House systems. A wide range of non-teaching Support and Guidance staff provide valuable support for students' personal development, health and well-being and students regularly and willingly take on a range of additional responsibilities to support their peers.

### **Stour Vale Academy Trust**

We are a member of Stour Vale Academy Trust and further details about our school and Trust are available on *New My Term*:

[Ridgewood High School, Stourbridge, West Midlands | Teaching Jobs & Education Jobs | MyNewTerm](#)