



Job Pack

**Office Receptionist and Administrator
(Term Time Only)**



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Dear Candidate,

I am thrilled that you are considering joining SEARCH Education Trust! We are a dynamic family of schools committed to positively transforming the lives of our students. Our philosophy is simple yet powerful: “stronger together.” By fostering collaboration and innovation, we empower both our students and staff to achieve excellence.

The Search Education Trust is founded upon the importance of providing an excellent education for all our young people so they can live happy, successful lives making a positive difference within the community. Our vision is to grow strong, sustainable, successful school communities which:

- **Stretch** the imaginations of learners and teachers through an inspirational curriculum, and strategies for teaching and learning.
- **Empower** young people to be entrepreneurial and creative leaders of the future
- **Aspire** for young people to discover how they can be the best they can be
- **Reach** out to everyone, celebrate diversity, and leave no one behind
- **Collaborate** to develop a community of shared practice and effective partnerships for school improvement
- **Help** and support our learners, staff and families to have a voice in the community; to be actively involved, happy, safe, resilient and healthy.

These values form the foundation of our SEARCH vision. They define our community and create a space within the education system where schools can collaborate, grow, and flourish together.

Having been part of this incredible Trust for 15 years, I am deeply proud to now lead our group of ever-strengthening and expanding schools. I have seen firsthand the transformative power of our collective efforts and the boundless opportunities we provide for staff and students alike.

When you choose the SEARCH Education Trust, you are choosing to be part of an ambitious, supportive, and evolving community. Here, you will be valued, encouraged, and empowered to develop your unique talents. We are committed to supporting you every step of the way on your journey with us.

We are eager to welcome passionate, dedicated individuals who share our vision and values. Thank you for considering SEARCH Education Trust as your next career move. We look forward to receiving your application and to the possibility of working together to make a lasting impact.

Yours faithfully,

Mrs Elen Roberts
Executive Headteacher
For and on behalf of SEARCH Education Trust

Job description

Post	Office Receptionist & Administrator
Grade	Scale 4/5 – (£30,288 and £33,987) Actual (£27,532.96 and £30,895.49)
Contract	Permanent
Hours	36 hours per week, Monday to Friday. 40 weeks per year (term time only) Hours are 7:30am to 3:30pm
Responsible to	Senior Administrator

Key Purpose of the Job

- The first point of contact for the school, dealing with all callers/visitors in a polite and tactful manner
- To provide an effective reception service both at the school's Reception and Student Services
- To ensure that the front of house runs efficiently and effectively and is presentable and welcoming at all times
- To be a first aider, training will be provided
- To actively develop positive, supportive relations with visitors, staff, students and their parents/carers
- To be organised, able to multitask, work flexibly and have a 'can do' approach to work, as no two days are the same.
- To assist the school with a wide variety of administrative tasks, requiring a good level of IT skills.
- To rotate duties between the school's Reception and Student Services, as and when required

Duties and Responsibilities

Reception

- To welcome all families, visitors and callers to the school in a friendly and professional manner
- To ensure the Reception area is kept tidy and well presented
- To operate the school's switchboard; answering telephone calls quickly and efficiently, dealing with enquiries and transferring calls to the appropriate staff
- To take accurate messages and email them to relevant staff;
- To check voicemails regularly and pass messages on
- To keep track of temporary staff passes that are issued and chase any that are outstanding
- To work closely with Facilities, liaising on deliveries, security and maintenance
- To send out communications to parents; letters, emails and group texts
- Ordering of stationery, room bookings, taxi bookings and other support functions
- To maintain records of issuing lockers to students
- To deliver post to staff pigeon holes, sort and frank post, and ensure the franking machine has sufficient funds.
- To be proactive with maintaining the online uniform shop

- Periodic stock checks on stationary and uniform, ensuring stock levels for the Office and Reception are maintained
- To adhere to the Fire Policy
- To be vigilant and communicate with staff via radio

Safeguarding

- To ensure that all visitors identify themselves at the school entrances before entry
- To ensure that visitors produce appropriate identification and sign in and out at Reception
- To provide visitors with school ID badges, make them aware of the fire evacuation and safeguarding procedures and inform personnel of their arrival
- To check identification and DBS details of new supply staff and to ensure that they are aware of security procedures when entering and leaving the premises
- To ensure that the visitor information leaflet is given to parents and visitors
- To inform personnel of their visitor's arrival

Student Services

- To cover and/or support Student Services Officer as and when required. Training will be provided.

Administration

- To provide high quality administrative support under the direction of the PA/Customer Service Manager and Senior Administrator to prepare, produce and photocopy letters, reports and school publications, and undertaking the efficient filing, record keeping and retrieval of papers and correspondence
- To work effectively as part of a team, delivering high quality administration and support services to students and staff
- To provide admin support for AFA/open days
- To cover for absent colleagues when required

General

- To undertake other duties as required from time to time and to provide any other support to the PA/Customer Service Manager and Senior Administrator within the basic objectives of the post
- To comply with and support the implementation of policies and procedures relating to Child Protection, School's Code of Conduct for Staff, Health and Safety, Confidentiality and Data Protection, reporting all concerns to an appropriate person
- To respect the confidentiality of matters relating to students and other members of staff. The post holder must be aware of and comply with the requirements of the Data Protection Act
- To uphold and further the Trust's Equal Opportunities policies and to deliver effective and appropriate services fairly and without discrimination.

Arrangements for Appraisal Performance

There is an annual appraisal cycle carried out by line managers which seeks to acknowledge success, resolve problems and identify training/development needs.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Safeguarding Children

SET is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced



DBS checks.

Conditions of Service

Governed by the National Agreement on Pay and Conditions of Service, supplemented by local conditions as agreed by the Trust.

Special Conditions of Service

Because of the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended. Candidates are required to give details of any convictions and are expected to disclose such information at the appointment interview.

Because this post allows substantial access to children, candidates are required to comply with departmental procedures in relation to police checks. If candidates are successful in their application, prior to taking up the post they will be required to give written permission to the department to ascertain details from the Metropolitan Police regarding any convictions against them and, as appropriate, the nature of such convictions.

This role is covered under part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.

Equal Opportunities

The postholder will be expected to carry out all duties in the context of and in compliance with the Trust's equalities policies.

Date signed:

Signature of postholder:
.....

Name of postholder:
.....

Person Specification	Essential	Desirable
Education & Qualifications		
Good standard of General Education Inc. English and Maths	✓	
Excellent oracy skills		
NVQ3 or equivalent qualification or experience in relevant discipline		✓
First Aid qualifications - please note if not already achieved training will be given	✓	
Experience, skills, abilities and knowledge		
Ability to relate well to children and adults	✓	
Experience of working in a busy environment	✓	
Experience of working in a school environment		✓
Professional, smart, business-like appearance in line with the "corporate" image of the Visitor Reception area;	✓	
Experience of working with Microsoft Office and/or Google Suite, Email and Internet.	✓	
Can do attitude and the ability to work proactive and work as part of a team using your own initiative where applicable	✓	
Communicate effectively (both verbally and in writing) at all levels e.g. pupils, staff, parents, visitors	✓	
Excellent reception skills: greeting visitors, parents and students in a friendly and professional manner	✓	
Attention to detail	✓	
Experience of working successfully and co-operating as a member of a team	✓	
Experience of undertaking a range of administrative tasks	✓	

Ability to work effectively and respond well under pressure	✓	
Strong multi-tasking skills and ability to use initiative to organize and prioritise and meet deadlines	✓	
Able to operate data management and filing systems	✓	
Experience of working with databases including data input and collation skills	✓	
Knowledge of procedures required to safeguard children		✓

Heartlands High School, part of the SEARCH Education Trust, is committed to safeguarding and promoting the welfare of our students and young people. The successful applicant will therefore be required to complete checks in line with the requirements of Keeping Children Safe in Education with regard to DBS and other pre-employment checks.

We encourage applications from all sectors of the community to reflect our diverse student population.

Office Receptionist & Administrator – Heartlands High School

Salary: Scale 4/5 – (£30,288 and £33,987) Actual (£27,532.96 and £30,895.49)

Location: Haringey

Contract type: 36 hours per week, Monday to Friday, 40 weeks per year. Hours are 7:30am to 3:30pm

Contract term: Permanent

Closing date: TBC

Interview Date: To be confirmed

Heartlands High School has the opportunity to invite a colleague interested in joining our school as an Office Receptionist and Administrator.

An ambitious and inspiring professional, you believe that teaching is about transforming lives and futures. It's about ensuring that every pupil, whatever their background or level of ability, enjoys the support they need to achieve exceptional results. So, join our team – and enjoy the support you need to make that difference. Bring your talents to Heartlands High School

We can offer you

- A very positive working environment
- The support of a highly committed and professional staff team
- Exceptional professional development opportunities
- Collaborative and committed colleagues

We are driven by ambition: a clear desire to deliver results as we combine our strong ethos and culture. We're also committed to providing first-rate training and development to all our teaching staff and support staff, plus excellent career advancement opportunities within this evolving Trust. You'll find high expectations here too. We expect the kind of exemplary behaviour that allows our teachers to do their jobs as effectively as they can.

With state-of-the-art facilities, Heartlands High School is oversubscribed and a first-choice school for parents and students in the local community. Our intake is diverse and is a real reflection of the community that we serve. Our ethos is captured in the acronym SEARCH; School Matters, Effort, Achievement, Character and High

Aspirations. These values drive all we do and are core to our success. Our aspirations for this community are high and we want our students to have access to the very best education.

If you would like to find out more about the position, we would love to talk to you.

For further information, please contact the PA to SLT, Sophia.Butler@heartlands.haringey.sch.uk

Completed application forms must be submitted via myNewTerm. Interview date to be confirmed.

NB: Please note that in line with the new Keeping Children Safe in Education updates, an online search will be conducted as part of our due diligence checks on all shortlisted candidates. CV's or incomplete application forms will not be considered. Only those that are shortlisted will be contacted by the school. Applications may be considered whilst the posts are being advertised. SEARCH Education Trust reserves the right to close adverts earlier than the stated deadline. We advise early applications are submitted.