



**JOSEPH
CHAMBERLAIN**
SIXTH FORM COLLEGE

Ofsted
Outstanding
Provider



APPLICATION PACK

COLLEGE SWITCHBOARD OPERATOR & RECEPTIONIST



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INTRODUCTION FROM THE PRINCIPAL AND CEO

Dear Colleague,

Thank you for your interest in the position of Switchboard Operator & Receptionist at Joseph Chamberlain Sixth Form College (JCC). We are delighted that you are thinking about joining us.

As you get to know the College a bit more throughout this application process, I am confident that you will see what a special place JCC is: our students are a joy to work with; our staff are wonderful to be around and our facilities/resources are first class. I am extremely proud to lead such an exceptional place, where we are all united in our aspirations to do our best by each and every student.

Our students come from diverse range of backgrounds, and we embrace the opportunities that come with being located in one of the more deprived areas of the country because this is what makes JCC such a vibrant and exciting place to work. To see our students achieve the phenomenal success that they do, and to watch their development into confident, aspirational young adults, gives us all enormous pleasure. We are really proud of the positive difference we are able to make to their lives.

We are known locally and nationwide as a place of true excellence, where the progress students make places us regularly in the top 10% of the country. We are the highest performing Sixth Form College in the Midlands and, in our most recent Ofsted inspection of 2024, we were awarded their highest grade of 'outstanding' in all categories for the second time in a row. This is, I believe, because our staff are some of the best in the country and are all positive, like-minded individuals, who share a passion for working with young people to transform their lives for the better.

In return for that dedication, I promise you a happy and supportive place to work, where you will be fully recognised for what you do and be provided with all the support, facilities and resources that you need to do the best job that you can. We will nurture your career carefully with fantastic professional development opportunities and look after your wellbeing with a combination of care and additional benefits.

Finally, I would like to say that I really appreciate your investment of time in exploring the College and this position. If you have any questions at all, please do contact us and we will be more than happy to help.

Whatever the outcome, I wish you the very best in the future.

Tony Day – Principal and CEO



ABOUT JOSEPH CHAMBERLAIN COLLEGE

Background and Context

Joseph Chamberlain College is a hugely popular and highly successful Sixth Form College that was established in 1983 and now offers a wide range of academic courses at all levels to around 2600 school leavers, alongside approximately 800 part-time adult learners on a separate site.

Our curriculum offer is highly inclusive, offering the potential for enormous success to all students, regardless of their starting points and backgrounds. Approximately 80% of our work is with school leavers at Level 3, who study AS/A Levels or Level 3 BTEC Extended Diplomas. In addition, our separate Adult Learning Directorate offers part-time classes in ESOL, maths and vocational studies to the local communities. Our wider curriculum is also rich and varied allowing students to benefit from a great deal of choice in sports, work experience, subject-based co-curricular activity, trips/visits, and various other student-led clubs/societies.

In 2025, students at Joseph Chamberlain College achieved, once again, outstanding exam results, placing us in the top 10% of all schools and colleges nationally for the eleventh consecutive year. In our most recent Ofsted inspection, we were graded as 'outstanding' in all categories for the second time; we are the only College in the West Midlands to achieve this in two consecutive inspections.

We have been featured in the Parliamentary Review twice for best practice in further education, and we have been awarded the Teachers' Development Trust (TDT) Silver award for our comprehensive package of innovative and high-impact professional development. We run award winning work experience programmes and hold the prestigious Matrix Award for careers advice and guidance. As part of a local Teaching Alliance, we support all Early Career Teachers, from both secondary and post-16 backgrounds, to complete their ECT years and achieve either QTS or QTLS.

The College is situated within easy reach of Birmingham city centre in a state-of-the-art building with superbly equipped classrooms and outstanding facilities.



Our Purpose – What We Are Here To Do

To provide an exceptional educational experience that results in significantly improved futures for all of our students.

Our Vision

Joseph Chamberlain College will be the first choice for school leavers in Birmingham because it will be recognised for excellence in academic achievement, exceptionally high standards of teaching and its capacity to raise the aspirations and ambitions of all of its staff and students so that they can enjoy rewarding and successful futures.

Our Core Values

Central to all that we do, are our core values. As a team of staff, students and governors, we believe in:

- **Excellence and Ambition**

At Joseph Chamberlain Sixth Form College, we are dedicated to providing an outstanding learning experience to all students. As a result, we have high ambitions and expectations of everyone and always strive for excellence. We demonstrate a 'can do' attitude and embrace the need for continuous improvement and positive change.

- **Cooperation and Communication**

Here, we believe in working together as a team, for the benefit of the College. Learning from our own and each other's mistakes and successes, we encourage everyone to take responsibility for their actions. We are open and honest with each other, and have built effective professional relations with each other through mutual trust and transparent communication.

- **Equality and Recognition**

Throughout the College, diversity and inclusivity underpin everything we do, and we will always treat everyone with respect and fairness. We value and recognise the contribution to that every individual makes to the lives of students and are loyal to and proud of our College and our students.

Benefits of Working at JCC

- We operate in line with **the Sixth Form College's Association term and conditions** in terms of pay, annual leave/holiday and pensions.
- **Generous pension contributions** for both Teacher's Pension Scheme (TPS) and for the support, the Local Government Pension Scheme (LGPS).
- **Lower teacher contact time** than the national average.
- **An extra week of annual leave** can be earned each year via our generous 'time off in lieu' (TOIL) policy for teaching and term time staff allowing you to leave earlier in the Summer term.
- **Christmas shutdown.**
- **Free car park** in a brand-new facility with charging for electric vehicles.
- A **detailed staff wellbeing strategy**, including a social committee, staff wellbeing days, free breakfasts and wellbeing groups.
- **Strong established departments**, well-equipped with resources and learning materials to share.
- **State of the art IT technology**
- **Cycle to Work Scheme** with secure facilities for those who cycle.
- **Free access to a state-of-the-art gym** and sports facilities.
- **Membership of rewards schemes** e.g. Blue Light Card, Discount for Teachers.
- **Access to a range of medical benefits** including health cash plan via BHSF, reimbursed flu vaccinations and eye tests, and access to the College Nurse/Paramedic on site full-time.
- **Employee Assistance Programme (EAP)**, offering legal, health, financial, counselling and wellbeing advice.
- A **free bus to the city-centre** each evening.
- **Hardworking and well-behaved Sixth Form College students** who are ambitious for their future success.
- **Extensive pastoral and welfare support for students:** teachers do not need to undertake these duties.
- **A supportive and caring leadership team.**
- An **exceptionally comprehensive programme of professional development, leadership programmes and support for all stages of your career.**
- **Excellent programme for ECTs**, including personalised coaching/mentoring, weekly group sessions, secondary school experience placements and membership of a local teaching alliance
- The **College is in an exceptionally secure financial position with high cash reserves**, providing security for all employees.

JOB DESCRIPTION

Job Description: Switchboard Operator & Receptionist

Accountability

The post holder will be accountable to the Front of House Manager.

Line Management

There are no line management responsibilities associated with this role.

Duties and responsibilities:

The College Switchboard Operator works as part of the college Reception team serves as the first point of contact for individuals that use the main college telephone number. The postholder will manage incoming calls, routing them to the appropriate departments or individuals, and providing general information about the college and its activities.

Job details:

- To answer incoming calls promptly and courteously on the college's main phone line and direct calls to the appropriate departments, offices, or personnel using the switchboard system.
- To provide accurate information to callers regarding college events, office hours, locations, and procedures.
- To take and relay messages accurately when requested ensuring that these are passed to the appropriate personnel.
- To maintain up-to-date knowledge of the college directory and organisational structure.
- To assist with basic administrative duties as needed, such as data entry or supporting with the post function.
- To handle emergency calls and escalate urgent matters to the appropriate member of the senior leadership team.
- To maintain a professional and friendly demeanour at all times, ensuring confidentiality and discretion when dealing with sensitive information.
- To carry out any other duties appropriate to the post which may be required, as the role develops.

PERSON SPECIFICATION

The following criteria are used to short-list applicants and to assess candidates. Please show evidence in your application	Essential	Desirable	Method of Assessment * Application Form (A), Interview (I), References (R), Certificates (C), Tasks (T)				
Education, Qualifications and Training			A	I	R	C	T
Degree	✓		✓			✓	
Five A* to C GCSE's including English and Maths or equivalent.	✓		✓			✓	
Experiences and Knowledge							
Experience of working within a customer service environment	✓		✓	✓			
Experience of working within a Reception, or call centre		✓	✓	✓			
Experience of using a range of computer packages including the Microsoft suite.	✓			✓			✓
Experience of using telephone systems and switchboards	✓		✓	✓			
Skills and Qualities							
Strong listening skills to understand and assist callers effectively	✓		✓	✓			✓
Able to work and remain calm under pressure	✓		✓	✓			✓
Friendly and approachable, with a positive attitude towards helping others	✓		✓	✓			
Professional and discreet, maintaining confidentiality of sensitive information	✓		✓	✓			
Highly developed verbal and written communication skills, with a clear and friendly telephone manner.	✓		✓	✓			✓
Excellent organisational and multitasking skills to handle multiple calls and inquiries simultaneously	✓		✓	✓			✓
Reliable and punctual, with a strong sense of responsibility	✓		✓	✓			
Being flexible to meet the needs of the college and service	✓		✓	✓			

FURTHER PARTICULARS

Post Title: Switchboard Operator & Receptionist

Contract Type

Part-time, across 5 days a week, term time plus 5 additional days

Salary

The salary for this post will be up point 5 on the support staff Sixth Form College's salary scale, which is £25,159 FTE, and this will be adjusted in line with the term-time plus 5 days contract.

Start Date

As soon as possible

Working Week

The college is looking to appoint two part time Switchboard Operator & Receptionists. The working days and hours will be across 5 days during the term, along with 5 additional days to be worked. You will be expected to be flexible to meet the needs of the college and ensuring that there is full coverage of all reception desks during the working day.

You will occasionally be required to work outside normal hours and this will be agreed by negotiation.

Please be aware that our term dates fall in line with Birmingham City Council term dates, aside from the summer term.

Holiday Entitlement

As this role is term-time plus 5 days, this post is not eligible for annual leave to be taken during the term. All holiday is taken during the College vacations. The leave year shall run from September to August each year.

Superannuation

The successful candidate will be eligible to join the Local Government Pension Scheme and you will automatically become a member unless you opt not to join.

Staff Benefits

We offer the following benefits to our staff:

- Extensive professional development opportunities
- Occupational pension scheme (either Teachers' Pension Scheme or Local Government Pension Scheme)
- BHSF – private healthcare insurance plan
- Cycle to work scheme
- Discounted college gym membership
- A clear strategy for the positive well-being of staff
- Excellent support for newly-qualified teachers, both school and college trained
- Free car-park for staff



HOW TO APPLY

- To apply, please visit our vacancy page online <https://www.jcc.ac.uk/about-jcc/jobs/>. You will be taken to our recruitment portal, My New Term, where you will need to follow and complete the application details. Previous applicants need not apply.
- If you are applying for a teaching or curriculum-based role, and you are shortlisted, we will request that you complete an examination results form, which we will send with the interview information pack (applicants who are still completing their PGCE course will need not complete this).
- If you have any queries regarding this role or require support with your application, please contact the HR team:

Email: HR@jcc.ac.uk

Telephone: 0121 446 2255

Deadline

The deadline for the post(s) is **Monday 14th September 2026 (to arrive no later than 12 noon)**.

Shortlisting

Unfortunately, we will be unable to notify candidates who are not on the shortlist. Therefore, if you have not heard from us within 4 weeks of the closing date, then please assume your application has been unsuccessful on this occasion.

Equal Opportunities Policy

Joseph Chamberlain College is committed to equality of opportunity in recruitment and selection. Every care has been taken in the drawing up of this job description and person specification to ensure that the requirements of the post are not discriminatory on any grounds and particularly in relation to any protected characteristics, as defined by the Equality Act 2010. Similar care will be taken during the short-listing and interviewing stages.

If candidates are dissatisfied about any part of the process, they should write in the first instance to the Principal of the College setting out the nature of their complaint.

Guide to the General Data Protection Regulation (GDPR - 2018)

Under the General Data Protection Regulation (2018), the College needs to have your consent to collect and process information about you for the proper administration of the selection process and the employment relationship should you be appointed. Please accordingly make sure you sign the declarations at the end of the application form. After an appointment has been made, all the papers of unsuccessful candidates are kept for a period of six months and are then destroyed. For further information about how the College processes personal data please visit our website.

Candidates with a Disability

The College is a Disability Symbol User. If candidates with a disability need any special arrangements for interview, they should enclose a letter giving details of these, marked for the attention of the HR Manager.

Rehabilitation of Offenders Act 1974

This role has been assessed as working in regulated activity and is subject to an Enhanced DBS plus Children's Barred List Check. **It is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children.**

In accordance with the Rehabilitation of Offenders Act (ROA) 1974 and the Exceptions Order 1975 (amended 2013 and 2020), employees with access to children and young people under the age of 18 are not allowed to withhold information regarding criminal convictions no matter when they occurred. This means that certain convictions and cautions are considered 'protected' and do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website:

<https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974>.

Disclosure and Barring Service Check

The college is committed to safeguarding and promoting the welfare of its students. We will carry out checks on all those who are offered employment with us.

As positions at the College are exempt under the Rehabilitation of Offenders Act 1974, and as such appointment to a post will be conditional upon the receipt of a satisfactory response to a check of police records via the Disclosure and Barring Service (DBS). DBS Filtering guidance can be found on the GOV.UK website:

<https://www.gov.uk/government/publications/dbs-filtering-guidance/dbs-filtering-guide>

The successful candidate will be required to provide relevant evidence to enable a DBS check to be undertaken prior to commencement of employment. The College follows the Code of Practice laid down by the DBS (available from the DBS website). Further details will be given upon appointment.

In the future, you may also be asked to subscribe to the DBS Update Service and to maintain that subscription on an annual basis. There will be a small annual cost to the individual. The College will undertake 'status checks' on DBS Disclosures to assess that the information on the original certificate remains current; membership of the Update Service is therefore mandatory to enable status checks to be completed.

Any offer of employment will be conditional upon DBS clearance and a satisfactory outcome to other safeguarding checks as deemed to be appropriate by the College.

The Selection Process

As part of our due diligence on all short-listed candidates, an online search will be carried out prior to interview. Short-listing of candidates for interview will be undertaken by the line manager and a member of the senior management team. The selection process is likely to involve a short lesson observation, an interview and a written task. At the end of the interview you will be given the opportunity to add anything further in support of your application or ask any questions. The panel will make its decision based on the evidence presented throughout the process and will contact all candidates with an outcome as soon as possible afterwards.