



Applicant Pack



Apprentice Receptionist

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TO BE
PART OF



www.pinnaclelearningtrust.org.uk



Welcome from the HR Central Services Team

We are delighted you have expressed interest in a vacancy with The Pinnacle Learning Trust. Please take the time to read the 'Join the Pinnacle Learning Trust' booklet available from our website, in order to understand the benefits of working for our trust and how you might support us in achieving our vision and values.

Should you have any questions regarding the position or the application form, please contact the Human Resources Department for assistance on 0161 287 8001.

Please ensure you submit your application by the closing date stated in the advert.

We cannot accept information held on CVs and therefore your application and accompanying statement must show all information about yourself and how you meet our requirements. The job description and person specification will assist you with this. Please provide a day-time contact number on your application form.

You should remember to include information on all your previous employment roles and qualifications gained from secondary school onwards, covering any gaps in employment which are longer than 2 months, detailing what you were doing during that time.

For teaching roles, please provide your results from the last three academic years, where available, together with your application form.

In the meantime, may we take this opportunity to thank you for your interest in working with us and we look forward to receiving your completed application.

Best regards,
HR Team

*If you require this or any of the documents in an alternate format please contact a member of the Human Resources Department.



OSFC ADVANCED LEARNING COLLEGE

About Oldham Sixth Form College

Transforming the lives of young people through academic excellence and outstanding support

Situated in the heart of the town, Oldham 6th Form College is the bespoke provider of A Levels, T Levels and vocational courses for 16-18 year olds for the area. Opening in 1992, the college is proud of its heritage of transforming the lives of young people and celebrating their progress towards exciting and fulfilling futures. With over 2300 students across two year groups we offer 60 level 3 courses, from Ancient History to Travel and Tourism, and a similar number of enrichment activities for students to engage with. Uniquely, students study a 4 AS subject programme to capitalise on broadening horizons and creating opportunities. Each year over 85% of Year 13 students progress to university degrees and degree apprenticeships having excelled in their subjects.

We offer our students exceptional pastoral care, extensive enrichment activities and support from a team of Progress Tutors. In 2020, we were delighted to be recognised by Educate North's Community Engagement Award for our Essential Life Skills programme.

Described by Ofsted as 'outstanding' for leadership, students behavior and attitudes, and student personal development, the college's 'calm focused environment' and 'positive, mature attitude to learning' struck a chord with inspectors. They said our students 'enjoy sharing their knowledge and working with their peers' and recognised how confident students are, by being taught critical thinking skills, to ask questions and make evidence-based judgements.

We have been at the forefront of using technology within teaching and learning, supporting our own staff and other schools/colleges through an effective suite of CPD opportunities and training. In 2022, the college was awarded Google Reference College status, the first sixth form college in the North of England to be recognised with the prestigious status, and one of only three sixth form colleges in the UK. 'Google Reference status' is awarded for the outstanding use of technology to drive positive learning outcomes and recognises the College's use of G Suite for Education in innovative ways. In addition, all students are issued with a Chromebook at the start of the year which contributes significantly to preparing students for their next steps in education or employment.

We are very proud of the fact that OSFC is the only sixth form college nationally to be awarded Research School status. We are also the Delivery Lead for NPQs on behalf of East Manchester Teaching School Hub, a Science Learning Partnership Hub and a winner of a Curriculum Innovation Award for our work in delivering digital education.

We have a team of dedicated and supportive colleagues who share our high expectations and underpin our mission and values. We genuinely care about each other and the real difference we can make to students' futures. We were delighted to receive the Edurio Staff Choice Award in 2024, based on responses to our staff survey where 97% of our colleagues recommended the college as a good place to work.

An African proverb tells us it takes a village to raise a child by sharing the responsibility across a community. Similarly, our college philosophy recognises the part we all play, and the contributions we make, in realising the successes of our students within our community.

Job Description & Person Specification

Apprentice Receptionist

Purpose of the post

To assist in the efficient and effective delivery of the main college reception desk, student services, administration, hospitality and events.

Summary of Main Duties and Responsibilities

Specific responsibilities:

- To meet and greet Reception users by providing an immediate warm and welcoming first point of contact for students and visitors alike
- To provide assistance for students, staff and visitors with enquiries made at the Reception point either in person or by telephone by resolving or redirecting queries and giving advice where necessary
- To provide basic and accurate information in-person and via phone/email
- To maintain building security by assisting in the effective operation of the visitor reception point for all visitors to College including the issue of ID badges and giving information and directions to assist them adequately in the purpose of their visit
- To answer college telephone calls and operate the switchboard and identify and deal with enquiries raised by callers on the telephone by liaising with other staff as necessary
- To receive monies and record transactions accurately on College systems
- To assist the Student Services department with student administration, including filing, photocopying and the accurate inputting and extraction of data from college systems
- To receive, sort and distribute daily mail/deliveries
- To ensure the reception area is tidy and presentable, with all necessary stationery and materials (e.g. pens, forms and brochures)
- To provide cover in case of staff absence in other College reception areas such as in the Science Centre or Sports Centre
- To assist in the maintenance of both paper and computerised student records, under the guidelines of the General Data Protection Regulations

Requirements of All College Staff:

- To promote and uphold the College Mission Statement, values and strategic aims and objectives.
- To comply with the College's policies and procedures, including those relating to health and safety, safeguarding, welfare and security.
- To work positively and inclusively with colleagues, students, parents and other partners regardless of their gender, ethnicity, sexuality, age or disability.
- To attend briefings and staff meetings as required.
- To participate in the College's Performance Management Review scheme and undertake professional development and training as required.
- To be a positive role model and take responsibility for promoting good standards of behaviour and conduct in students.
- To undertake other duties that are in accordance with the purpose and grade of the post as agreed with the Principal or designated alternate.

Relationship to other posts within the College:

Supervision given to: N/A

Supervision received: Head of Student Services

	Essential	Desirable	Method of Assessment
Experience			
Working in a customer facing environment and dealing with the public		✓	Application/Interview
Working in an office environment		✓	Application/Interview
Skills and Knowledge			
Excellent interpersonal skills with the ability to establish a rapport and communicate effectively with everyone from young people to staff colleagues, Governors, parents and visitors	✓		Application/Interview
Excellent written and verbal communication skills including telephone skills	✓		Application/Interview
Efficient with excellent administrative and organisational skills	✓		Application/Interview
Confident using various IT systems and learning to use new ones	✓		Application/Interview
Sound numeracy & literacy skills	✓		Application/Interview
The ability to stay calm under pressure, to work fast and to a consistently high standard	✓		Application/Interview/References
Be able to write fluently, to think clearly and to grasp new concepts quickly	✓		Application/Interview
Multitasking and time-management skills, with the ability to prioritise tasks	✓		Application/Interview/References
Education and Qualifications			
Good standard of education at Level 2, eg GCSE, including a Grade C/4 or above in English and Maths	✓		Application/Interview
Level 2 qualification in Business Administration or Customer Service		✓	Application/Interview/References
Attitude and Personal Qualities			
Welcoming and approachable manner, with a strong customer service attitude	✓		Application/Interview/References
Have a professional attitude and appearance, creating a good first impression	✓		Application/Interview
Enjoy engaging with all types of people from young people to community members, colleagues to official visitors, Board of Governors, etc	✓		Application/Interview
Discreet and tactful with an understanding of the importance of confidentiality when dealing with personal data	✓		Application/Interview
Willing to learn new things, to work positively with energy and enthusiasm within a team to contribute to the success of OSFC	✓		Application/Interview
Extremely good time keeper	✓		Application/Interview/References
Ability to be resourceful and proactive when issues arise	✓		Application/Interview
A flexible approach to working routines and practices	✓		Application/Interview
Empathy with 16-19 age group, and provision of quality education for young people	✓		Application/Interview
Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults and suitability to work with children/vulnerable adults	✓		Enhanced DBS clearance/References

How To Apply

To apply, please click [here](#).

Additional Reasons to Join Us:

- Automatic enrolment into a Pension Scheme
- Various health and wellbeing benefits (including on site gym membership at Oldham Sixth Form College and The Hathershaw College)
- Employee Assistance Programme, offering health and wellbeing services
- Laptop/Chromebook allocated to teachers and support staff (if required)
- Cycle to work schemes available
- Free on-site parking
- Excellent opportunities for CPD and career development

Please see our Join The Pinnacle Learning Trust booklet for more reasons to work for the Pinnacle Learning Trust.

Commitment to Safeguarding

The Pinnacle Learning Trust is committed to safeguarding and protecting the welfare of children and young people and expects all staff, governors and volunteers to share this commitment. Applicants must be willing to undergo pre-employment checks. Safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed. This post is subject to an enhanced Disclosure and Barring Service (DBS) check. The Pinnacle Learning Trust is an Equal Opportunities Employer and welcomes applications from underrepresented groups and ethnic minorities.

“Educational organisations can often have a culture that is somewhat bureaucratic and punitive, but our trust isn’t like that. We have a human side, which we show in abundance, and we really support each other. Things like behaviour management, for example, are a team effort - no-one is just left on their own.”

Rebekah Sutcliffe, Trustee and former senior police officer and director in local government

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**To find out
more or to
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