

Candidate Briefing Pack

Receptionist - Nuneaton Academy



Dear applicant,

Who can know the limits of any child's potential?

All of us at Nuneaton Academy firmly believe that every child is a special individual, capable of extraordinary things and deserving of an excellent education. Nuneaton Academy will become a beacon of educational excellence, unwavering in its commitment to nurturing young minds and bringing out 'the best in everyone.' Working with us means **being part of one of the most transformational school improvement journeys in the country**. We foster a respectful culture, where kindness and courtesy are the cornerstone of every interaction. We are resolute, looking for people who exhibit unwavering dedication to the growth and success of our students; showing determination through hard work.

"Never doubt that a small group of thoughtful, committed, citizens can change the world. Indeed, it is the only thing that ever has." - Margaret Mead

United Learning is an exciting organisation to work for; there is a real focus on developing people and empowering innovation where staff are appreciated and celebrated. A key benefit of being part of United Learning is to have the support of colleagues across the wider group and ample opportunities to network; we recognise the powerful impact that collaboration and partnership have on colleagues. Our central, regional and cluster teams ensure that technology, finance, HR, and data support is provided more effectively and efficiently than would otherwise be possible, so that school leaders can focus on educational leadership.

United Learning is an inclusive employer and is committed to creating and sustaining a more ethnically diverse workforce. Therefore, we would very much welcome applications from professionals of all backgrounds who share our commitment but especially those of minority ethnic origin.

If you are looking for an exciting, challenging and highly rewarding role that offers a strong commitment to professional development and well-being we encourage you to apply. We welcome the opportunity for prospective applicants to visit us and we invite you to get in touch with any questions you may have ahead of submitting your application.

Thank you so much for considering a post with us.

We look forward to hearing from you.

Mark Dalton
Principal
Nuneaton Academy

About United Learning



United Learning is a group of schools which aims to provide excellent education to children and young people across the country. We uniquely comprise schools in both the state and the independent sectors and currently educate over 60,000 students and employ over 9,000 members of staff.

The growing range of outstanding group-wide activities that we can provide will mean that more young people will have truly exceptional and inspiring experiences. We believe that our Group contains the most developed relationships and practical interactions between independent and state schools in the country; creating benefits for all the schools involved whilst respecting both traditions and learning from each other.

United Learning comprises both United Church Schools Trust, which operates our fee-paying independent schools, and United Learning Trust, which operates our state-funded academies. To find out more about United Learning, please visit the website: www.unitedlearning.org.uk

Our Ethos

Our approach to education is underpinned by a sense of moral purpose and commitment to doing what is right for children and young people. We believe in supporting our colleagues to achieve excellence and in acting with integrity in all our dealings within and beyond the Group. We believe the safety and welfare of all children and young people is paramount. We summarise this ethos as ‘the best in everyone’ underpinned by our core values:

AMBITION – to achieve the best for ourselves and others.

CONFIDENCE – to have the courage of our convictions and to take risks in the right cause.

CREATIVITY – to imagine possibilities and make them real.

RESPECT – for ourselves and others in all that we do.

ENTHUSIASM – to seek opportunity, find what is good and pursue talents and interests.

DETERMINATION – to overcome obstacles and achieve success.

Our Framework for Excellence

To achieve our mission, our schools prioritise five key principles:

- **THE BEST FROM EVERYONE**
- **POWERFUL KNOWLEDGE**

- **EDUCATION WITH CHARACTER**
- **LEADERSHIP IN EVERY ROLE**
- **CONTINUOUS IMPROVEMENT**

Continuing Professional Development

Our staff are one of our most important assets, we are passionate about supporting our staff, bringing out 'the best from everyone'. You will work closely with your Executive Business Manager to set personal and meaningful development objectives and you will receive all support possible to achieve and surpass these objectives. You will also have the benefit of accessing a range of internal and external staff networks and fantastic CPD opportunities.

Benefits

- Access to a 24/7 confidential employee counselling and advice line.
- Access to the Wisdom wellbeing app which can help you track your wellness, improve your mental health and includes workouts, podcasts and recipes.
- Westfield Health cash plan – claim the cost back on health services such as physio, dental treatments, optical services and consultants (eligible after 6 months' service)
- Westfield Rewards is a discounted shopping platform which offers access to an extensive range of discounts and cashback opportunities across a wide variety of well-known retailers and service providers (eligible after 6 months' service).
- 1 day's paid personal day in each academic year (available to both teaching and support staff)
- Cycle to work scheme
- Car lease scheme
- Free will writing service
- Teacher Pension Scheme / LGPS (approx. pension 23% contribution)

Job Description – Receptionist

Salary: £24,978per annum (pro rata £21,553)

Hours: 37.5 hours. 8.00am until 4.30pm. Term time only.

Directly reporting to: Office Manager

Main Responsibilities

- Working on a demanding school Reception, this role involves dealing with a range of visitors and multi-tasking accordingly
- Monitoring the gate intercom, signing visitors into school always ensuring safeguarding compliance
- Warmly welcoming parents, students, and visitors to the building, directing them to the appropriate person or department
- Taking all incoming calls to the school, directing callers to the right person, taking accurate messages, and screening calls, prioritising as needed and ensuring all messages are emailed to the right person promptly and accurately.
- Maintaining a tidy and welcoming reception area
- Operate standard office equipment including franking machines, photocopiers, intercoms, etc
- Providing administrative support including preparing letters for parents and managing the reception diary and reception meeting rooms, coordinating and scheduling appointments and meetings as required.
- Liaising with parents both face to face and over the phone, providing information about the school, such as schedules, events and policies
- Liaising with Pastoral / SLT regarding approvals for students to leave site.
- Mail Management - Receive, sort, and distribute mail within the school and organise mail to be sent
- Data inputting and record keeping
- Maintaining the student medicine records and giving medication within school policy

Person Specification

Qualifications and Experience:

Essential:

- GCSEs or equivalent, including English and Maths.
- Experience in a demanding reception or customer service environment
- Proficiency in using office software (e.g., MS Word, Excel, Outlook).
- Commitment to safeguarding and promoting the welfare of children
- First Aid certification or willingness to obtain it.

Desirable:

- Experience working in an educational setting.
- Knowledge of school management systems (e.g., Arbor MIS).

Skills and Abilities:

- Excellent communication skills, both written and verbal.

- Able to maintain positive relationships with all members of the school community
- Strong organisational skills and the ability to prioritise tasks
- Good telephone manner and customer service skills
- Ability to handle sensitive information with confidentiality and discretion
- Competence in setting up and maintaining filing systems
- Ability to work independently and as part of a team

Personal Qualities:

- Friendly and welcoming
- Tact, diplomacy, and sensitivity
- Flexibility and adaptability to respond to changing situations.
- A positive attitude and a sense of responsibility.
- Commitment to the school's ethos and values.

Additional Requirements:

- Willingness to undergo training as required.

This post is subject to an enhanced DBS disclosure and must have the right to work in the UK. The post holder must be committed to safeguarding the welfare of children, and positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the United Learning Equal Opportunities Policy and Code of Conduct

We reserve the right to close this advertisement prior to the above closing date if we receive a high volume of application.



United Learning
The best in everyone™