



APPLICATION PACK

COLLEGE CONCIERGE



Joseph Chamberlain Sixth Form College
1 Belgrave Road
Highgate, Birmingham
B12 9FF

T: 0121 446 2200
E: HR@jcc.ac.uk
W: www.jcc.ac.uk

CONTENTS PAGE

Contents	Page
Introduction from the Principal	2
Background and Context	3
Benefits of Working at JCC	5
Job Description	6
Person Specification	7
How to Apply	9



INTRODUCTION FROM THE PRINCIPAL AND CEO

Dear Colleague,

Thank you for your interest in the position of College Concierge 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 2024, 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.
 - **State of the art building and outstanding facilities.**
 - **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.
 - **Highly specified 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: College Concierge

We are looking for a College Concierge to join our Site Services at Joseph Chamberlain College. The College Concierge is responsible for providing a professional, welcoming, and secure front-of-house service for all visitors, students, staff, and contractors entering the College site. Acting as a key point of contact for the College, the postholder will ensure that all access to the premises is managed effectively and in line with safeguarding, security, and health and safety procedures.

The role supports the Site Services and Security teams by maintaining a visible security presence, monitoring CCTV systems, and overseeing visitors and delivery management including the operation of the College grounds and carpark.

Accountability

The post holder will be accountable to the Site Services Manager.

Line Management

There are no line management responsibilities associated with this role.

Duties and responsibilities:

In the first instance, the duties and responsibilities are listed below. Going forward, as the needs of the college change, the duties and responsibilities within this role may also be subject to further change.

- Welcome visitors, students, staff, contractors, and external agencies in a professional and courteous manner
- Act as the first point of contact for all visitors and deliveries arriving on site
- Control access to the College through pedestrian and vehicle gates in line with safeguarding and security procedures
- Monitor and operate CCTV systems and report any concerns or suspicious activity
- Process, receive, record, and distribute parcels and deliveries appropriately
- Manage College car park access and ensure authorised use of parking facilities
- Maintain accurate visitor and contractor sign-in/sign-out records
- Liaise with internal and external security services during emergencies or incidents
- Maintain a visible security presence at the College entrance and surrounding areas
- Support the monitoring of student behaviour
- Report grounds, facilities, or maintenance issues to Site Services promptly
- Assist with emergency evacuations, lockdowns, and fire procedures, ensuring visitors are accounted for
- Provide general operational and facilities support as required
- Other duties as assigned

PERSON SPECIFICATION

Methods of Assessment: Application Form (A), Interview (I), References (R), Certificates (C), Tasks (T)	Essential	Desirable	Method of Assessment *				
			A	I	R	C	T
Education, Qualifications and Training							
GCSEs (or equivalent) including English and Maths	✓		✓			✓	
First Aid qualification		✓	✓				
SIA licence or security qualification	✓						
Experiences and Knowledge							
Previous experience in a front-of-house, concierge, security, or customer service role	✓		✓	✓	✓		
Experience working within a school or college environment		✓	✓	✓	✓		
Experience in or willing ness to get a CCTV license	✓		✓	✓			
Knowledge of safeguarding responsibilities within an educational setting	✓		✓	✓			
Understanding of health and safety and emergency procedures	✓		✓	✓			
Experience monitoring student behaviour or supporting student welfare	✓		✓	✓	✓		
Skills and Qualities							
Excellent communication and interpersonal skills	✓		✓	✓	✓		
Professional, welcoming, and approachable manner	✓		✓	✓	✓		
Ability to remain calm and confident under pressure	✓		✓	✓			
Ability to be vigilant and maintain a strong security presence	✓		✓	✓			
Good IT skills, including email and basic systems	✓		✓	✓			
Ability to deal with sensitive situations professionally and confidentially	✓		✓	✓	✓		
Strong customer service focus with the ability to be firm when required	✓		✓	✓	✓		
Good organisational and record-keeping skills	✓		✓	✓	✓		
Ability to work independently and as part of a team	✓		✓	✓	✓		
Other							
Enhanced DBS Clearance	✓		✓			✓	
Ability to meet the requirements of the Asylum and Immigration Act (to be legally work in the UK).	✓		✓			✓	

FURTHER PARTICULARS

Post Title: College Concierge

Contract Type

Full-time, permanent.

Salary

The salary for this post is paid on the Support Staff Pay Scale at point 8, currently £26343 per annum, FTE.

Start Date

As soon as possible

Working Week

Hours of work will be 36.5 per week over 5 days, all year round. The working hours will be 7:30am – 4:30pm including 1 hour lunch. You will occasionally be required to work outside normal hours including weekday evenings and weekends compensated by time off in lieu (TOIL).

Holiday Entitlement

Leave entitlement is 22 days per year rising to 25 days after 5 years' service. Support staff are expected to take most of their leave during the normal College holidays and not during term time. The leave year runs from 1st September to 31st August. Additionally, support staff receive 8 public holidays, 2 extra-statutory days and 3 local days to be taken during the College closure at Christmas.

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.



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.
- 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 15th June 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,