

Candidate Application Pack

Administration Assistant and Receptionist

Start Date: As soon as possible



Principal: Clare Cassidy

Sedgehill Academy is part of United Learning. United Learning comprises: UCST (Registered in England No: 2780748. Charity No. 1016538) and ULT (Registered in England No. 4439859. An Exempt Charity). Companies limited by guarantee. VAT number 834 8515 12.
Registered address: United Learning, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB.

Sedgehill Academy
Sedgehill Road
London
SE6 3QW

t: 0208 698 8911
e: info@sedgehillacademy.org.uk
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Message from the Principal



Dear Candidate,

Thank you for your interest in Sedgehill Academy, it is an extremely exciting time to be joining us as a colleague. Sedgehill Academy is an ambitious, thriving community school in the heart of Southeast London.

Our values, as a United Learning Academy, are of **Hard work, Integrity, Kindness** and **Excellence** and they sit at the heart of everything we do. We aim to ignite these values in every student through teaching that empowers and inspires; a calm and disruption-free learning environment; and a strong character education programme.

As an integral member of the IT team, you will provide excellent support to our teachers and students to ensure that they're able to deliver the excellent teaching and learning our students deserve.

We pride ourselves on ensuring that every member of staff is supported to also be the very best that they can be in whichever role they have in our Academy. We have several core benefits which include competitive rates of pay when compared to the maintained sector; access to a contributory pension scheme relevant to your role; access to a Health Cash Plan; a designated personal day each year for you to use as you wish; Westfields Rewards scheme; enhanced parental leave policies; and tailored Continuous Professional Development (CPD) for every role.

I look forward to meeting you in person.



Clare Cassidy, **Principal**

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Working at Sedgehill Academy

We are proud to be part of United Learning Trust; our schools work as a team and achieve more by sharing than any single school could. Our subject specialists, group-wide intranet, own curriculum, and online learning portal all help us share knowledge and resource, helping to simplify work processes and manage workloads for an improved work-life balance.

As a Group our staff are better rewarded: with good career opportunities, benefits, and ultimately, the satisfaction of helping children to succeed. We invest in our staff wellbeing; it's our core ethos which we call 'the best in everyone'.

Central Office staff work closely with schools, offering a wealth of expertise to underpin our knowledge. The specialist departments, including HR, finance, technology, strategy and performance, estates, and marketing, work alongside dedicated school improvement teams.

We serve more than 64,000 pupils and support around 10,000 staff in our schools, and we offer a growing range of additional services, including teacher training, professional development programmes, and a full curriculum package for schools. Everything that we do is geared towards improving life outcomes for young people. 'We also believe in offering our staff 'more pay, more time and more support'.

Committed to having a diverse and representative team

We welcome applications from everyone committed to our ethos and would particularly welcome applications from black and minority ethnic candidates, who are currently under-represented in the Group as a whole. We always appoint on merit.

Flexible Working

At United Learning, we value the dedication, professionalism and hard work of our teachers, support staff and school leaders, and strongly believe that everyone should be able to do their job without sacrificing a family life or compromising their well-being. We are committed to encouraging and enabling flexible working opportunities throughout our schools wherever possible and will support employees seeking to work more flexibly.

Find out more about working with us at <https://www.sedgehillacademy.org.uk/work-with-us>

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Important information

United Learning is committed to safeguarding and promoting the welfare of all children and young people and expects all staff and volunteers to share this commitment.

All positions are subject to an Enhanced Disclosure and Barring check from the Disclosure and Barring Service (DBS), and shortlisted candidates will be subject to an online check. We also kindly request permission to seek references ahead of the interview process.

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Job Description: Administration Assistant and Receptionist

Job Title:	Administration Assistant and Receptionist
Reporting to:	Office Manager
Working Pattern:	Term time only + 1 week (40 weeks)
Pay Scale:	Actual £26,761.52 (£30,239.00 FTE)

Overall, Job Purpose:

As a member of the Administration Team, the Administration Assistant and Receptionist will act as the initial point of contact for parents, visitors and other stakeholders. The postholder will be an ambassador for the school and will embody the value, vision and ethos of the school in all their intentions and in a professional and friendly manner.

The postholder will undertake a wide range of reception and office administrative duties, in a pro-active, highly organised and self-motivated manner, demonstrating the ability to remain calm under pressure and be committed to carrying out the role to the best of their ability.

The postholder will be willing to learn and undertake training.

Specific Duties:

- To act as first point of contact on behalf of the school for all visitors, parents, deliveries and contractors; ensuring meeting and greeting in a professional manner to ensure a great impression of the school, whilst ensuring the school's safeguarding procedures are always followed.
- To deal professionally, promptly and efficiently with incoming telephone calls, directing callers to the right person, taking messages and using judgement to screen calls if necessary
- To use tact and diplomacy when dealing with complex reception/visitor matters in sometimes difficult circumstances.
- To be responsible for the smooth running and organisation of the reception area and all the associated duties and tasks, ensuring the reception desk, outer reception area and small meeting room are neat, and always ensuring information security and confidentiality.
- Accurately record messages/incidents ensuring all messages are conveyed to the right person, promptly.
- To take messages for staff and communicate them effectively.
- To monitor the reception info email box and executing requests
- To act as a central information point, liaising sensitively and effectively with staff, students and visitors accessing the reception area, responding to their individual needs, and providing advice and guidance where appropriate
- To be able to Tannoy in a clear and concise manner, in emergencies

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- To open and distribute incoming mail and ensure the franking machine is topped up and all outgoing mail has the correct postage ready for collection each day by Royal Mail
- Deal with any local incoming/outgoing mail/deliveries: ensuring large items are dealt with and removed from the reception area by the site team as soon as possible.
- To maintain and print off fire registers daily and attach to clipboards ready for fire drills.
- To register the students who are late in the morning after 8.45am
- To print off cover for Cover Teachers and distribute accordingly.
- To sign out students, making sure authorisation has been given before calling home. Check for proof of appointments and scan a copy to the HOY and Attendance Officer
- To check any On-call emails and ensure they are being dealt with, in a timely manner.
- Make a note of any confiscated phones/items and place in labelled zip bag in the safe for collection/signature by student.
- In the event of the fire alarm sounding, ensure all signing out, Inventory visitors log and student signing out sheets to be taken to the visitor fire point.
- To provide assistance/cover for other Admin staff as requested.
- To provide administrative support for Teaching & Learning departments, as required
- To maintain office files and filing, as required
- To maintain student information on the school's database system, as required
- To maintain a record of student medication, ensuring all records are up to date.
- To lead with Arbor, Pay queries from student and parents.
- To be involved as required in general office routines e.g., type correspondence, ordering of stock, reports and other documents, as requested and required by Office Manager

Other Responsibilities

- Any other duties commensurate with the general level of responsibility of the post as directed by the Office Manager/SLT/Principal
- Carry out lunch duty, as required (a lunch break will still be provided)
- To be trained as First Aider and to carry out First Aid duties, as required
- Undertake relevant training as required to support the functions of the post and to enhance personal development.
- Attend meetings as and when required.
- To be flexible and to be able to take part as/when required in marketing and liaison activities such as Open Evenings, Parents Evenings, Review days and liaison events with partner schools

Performance Development

- To take part in the school's staff development programme by participating in arrangements for further training and professional development
- To continue personal development in the relevant areas
- To actively engage in the Performance Management Review process

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School Policies

- Promoting and complying with United Learning Trust's Equal Opportunities Policy in the opposition to and the eradication of all forms of discrimination and ensure that services are accessible to all users.
- Ensure that all duties and responsibilities are carried out in accordance with United Learning Trust's Health & Safety at Work Policy
- Be aware of and comply with policies and procedures relating to child protection, health, safety & security and confidentiality, reporting all concerns to an appropriate person.
- Contribute to the overall ethos, work and goals of the school.

Child Protection

- To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by ULT and the school's safeguarding policy

This job description is not intended to be all-inclusive, and the successful candidate is expected to be flexible and proactive in meeting the needs of the school and willingly undertake any further duties required that are commensurate with the role.

This post is subject to an enhanced DBS disclosure, and 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.

Notes:

The job description may be amended at any time through discussion between the post-holder and the Officer Manager and /or Principal and will in any case be reviewed annually as part of the Performance Management Process.

The successful candidate should carry out professional duties in accordance with and subject to conditions of employment as set out in their contract.

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Person Specification

	Essential	Desirable
Education and Qualifications		
GCSE grade C or above, or equivalent qualification in English and Maths	x	
Good Numeracy and Literacy Skills	x	
A record/demonstrable proven interest in continuous professional development		x
Knowledge and Experience		
Minimum 1 years' experience of undertaking a range of reception and administrative duties	x	
Experience of working in a school reception/administration department		x
Excellent IT skills and willingness to learn new skills. Proficient in Microsoft Office	x	
Experience of providing excellent customer service and deal with difficult enquiries appropriately		x
Ability to be proactive, work under pressure at times and meet strict deadlines.	x	
Ability to work on own initiative and effectively as part of a team.	x	
Working knowledge of Arbor and other school MIS		x
Ability to liaise positively with staff and students and be customer focussed with a professional and friendly manner	x	
Knowledge and understanding of the requirements of safeguarding responsibilities of all adults working with children	x	
Trained or willing to be trained in First Aid	x	
Personal Attributes		
Excellent written and verbal communication skills	x	
Ability to prioritise and manage workloads while maintaining a flexible response to urgent requests	x	
Good interpersonal skills and ability to work with visitors, staff and stakeholders at all levels	x	
Organised with good attention to detail	x	

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Job Summary

Location: Sedgehill Academy, Sedgehill Road, London SE6 3QN

Salary: Actual £26,761.52 (£30,239.00 FTE)

Working Hours and basis: 37.5 hrs a week, 40 weeks a year (Term Time Only)

Contract type: Permanent

Start date: As soon as possible

We are looking for someone who:

- Has the leadership skills required to build strong positive relationships with teachers, families and students alike
- Works effectively as part of a supportive and forward-thinking team
- Has strong attention to detail and is able to prioritise tasks in a busy school environment and deliver these accurately and on time
- Has a positive can-do attitude and is proficient in using IT to support their role

Committed to having a diverse and representative team

We welcome applications from all sections of the community. As part of our commitment to building a diverse workforce, we encourage applications from groups currently under-represented within our organisation.

Flexible working

We are committed to providing excellent education so all the young people we serve can make a success of their lives. To deliver this we aim to attract, retain, develop and reward outstanding teaching and support staff, and we believe that flexible working has a key role to play in achieving this.

Here at United Learning, we value the dedication, professionalism and hard work of our teachers, support staff and school leaders, and strongly believe that everyone should be able to do their job without sacrificing a family life or compromising their well-being. We are committed to encouraging and enabling flexible working opportunities throughout our schools wherever possible and will support employees seeking to work more flexibly.

Rewards and benefits

- At least eight INSET days per year
- A designated personal day each year for you to use as you wish
- Enhanced contributory local government pension scheme
- Enhanced occupational sick pay, protecting you and your family
- Competitive and enhanced maternity, paternity, and adoption benefits

Over 250 employee exclusive benefits through our partners Westfield Rewards, including access to wellbeing resources, discounted cinema tickets, holidays and gym memberships, car leasing and Cycle2work schemes

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Sedgehill Academy
The best in everyone

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