**Receptionist / Administrator**

Elms Bank School

Application Pack



**CONTENTS**

|  |  |  |
| --- | --- | --- |
| A | Letter from James Franklin-Smith (CEO) | 2 |
| B | About Elms Bank High School | 3 |
| C | Job Advert | 4 |
| D | Job Description | 5 - 7 |
| E | Person Specification | 8 |

Dear Applicant

Thank you for your interest in this post at Elms Bank School, which is a member of Oak Learning Partnership Trust.

Our Trust is a recently established group of schools currently comprising of a primary, secondary and special school all located in Bury, Greater Manchester. At Oak LP we are passionate about transforming children’s lives and their communities through the delivery of a well-balanced, rounded education, providing individual support in schools which are happy places within which staff and young people thrive. We are passionate about inclusion; this is at the heart of our ethos and is a consistent focus. In all our schools we endeavour to leave no child behind.

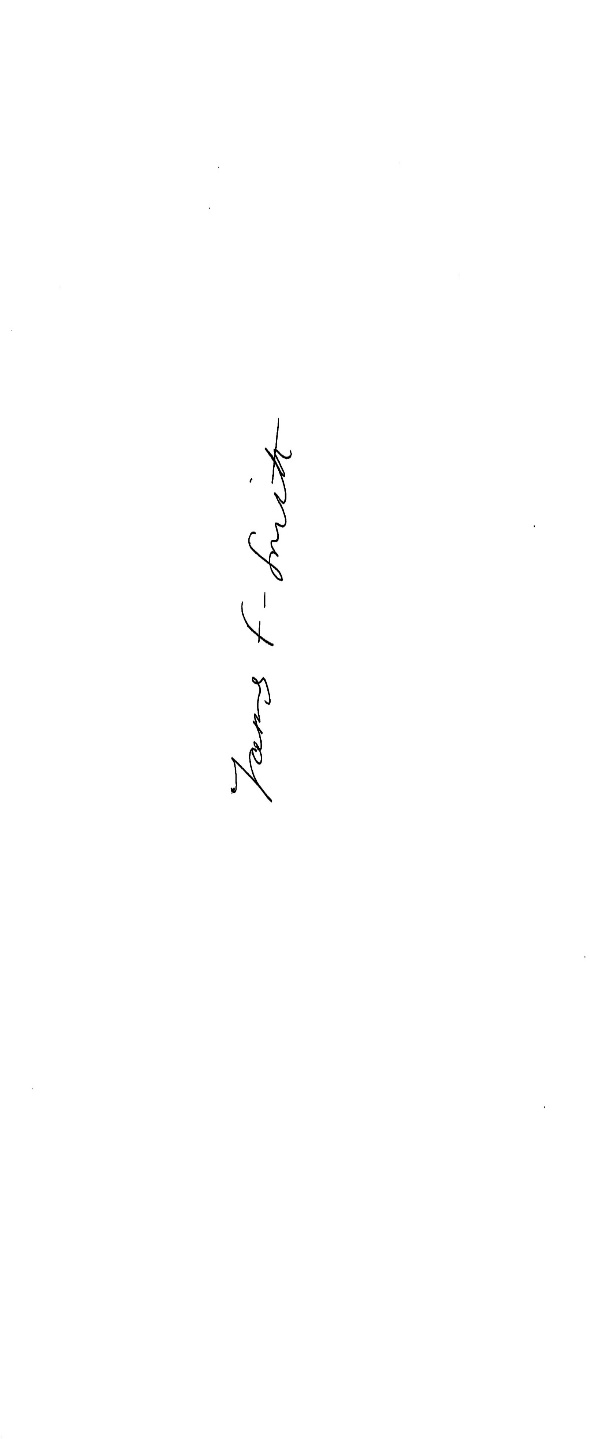
We understand that we can only achieve our vision by recruiting the right people and providing them with the support, training and time they need in order to allow them to flourish and be the best they can be. Whatever role an individual undertakes within our organisation, be that supporting or teaching, they are contributing to our collective aim of transforming lives. We have high expectations for our staff, we invest heavily in them ensuring they feel valued and their well-being is always considered. We understand that if staff feel valued and if the impact they are having is recognised, they can perform at their best.

Our schools work closely with one another: they collaborate, support each other and share collective systems across both educational and business provisions. But it’s also important to us that each school has individuality and freedom to be innovative. What we do insist on is clarity and consistency from our leaders and always making sure common sense is at the heart of decision making.

I joined the Trust in September and I’m excited to lead Oak LP into the next part of its journey. We are laying strong foundations for growing the Trust and with this, will come multiple development opportunities for our staff. We are committed to making a difference on a wider scale, whilst continuing to build on our current strengths. Above all we will continue to have a strong moral purpose, provide a truly inclusive education and embed our core values of **Aspiration, Resilience,** and**Integrity in everything we do.**

If you’re excited about joining Oak LP, your values are aligned with ours and you feel like you can make a difference please contact the school directly for any additional information about the role.

Yours sincerely



James Franklin-Smith

CEO of Oak Learning Partnership

**About Elms Bank School**

Elms Bank is a vibrant and forward thinking generic secondary special school based in Bury, Greater Manchester. All our pupils have a Statement of Special Educational Needs. Our age-range is from 11 to 19 and we currently have 284 pupils in school. Our pupils are divided between classes including specialist classes for pupils who are on the autistic spectrum and those with complex needs.

Our intake is mainly from Millwood Primary Special School and a range of mainstream primary schools across Bury. We also accommodate pupils who come from other local authorities. This will depend on the availability of places.

At Elms Bank we embrace the Arts (Drama, Art and Music) and Applied Learning. Both these areas enrich the curriculum for our young people and contribute to making Elms Bank a place where talent can be nurtured and young people can grow in confidence. You will see lots of information on the website about the achievement of our pupils. These areas include our annual school production, our choir with over 50 members and work placements completed by our pupils.

Central to our vision is to work in partnership within a multi-disciplinary approach to meet the needs of all the young people in our school community. We aim to create a safe and happy learning environment where everyone is treated with respect and dignity. The website contains information about all the people who work in partnership with us. These include a range of services from the National Health Service, the Educational Psychologist and the Local Authority SEN Department.

We have strong links with Millwood Primary School and a range of other local primary schools. We ensure that all our Year 7 pupils have a very positive transition from our feeder schools into Elms Bank. Many of our pupils are able to access inclusion opportunities in mainstream high schools. We value the opportunities created through these links to allow our pupils to grow in confidence both socially and academically.

The staff team are the greatest strength of the school. We aim to provide the highest standards of education and care for our special young people. We plan to meet each pupil’s specific needs. We look for every opportunity to celebrate their achievements.

ELMS BANK IS PART OF THE OAK LEARNING PARTNERSHIP

Ripon Avenue, Whitefield, Manchester, M45 8PJ

Tel: 0161 766 1597

email: recruitment@elmsbank.co.uk

website: [www.elmsbank.co.uk](http://www.elmsbank.co.uk)

***“An outstanding school”***

(Ofsted October 2014)

**Receptionist / Administrator**

**Grade 5 (£16,909 - £17,248 per annum)**

***\*Part time or job share applicants may be considered***

Required for as soon as possible.

Ofsted October 2014  
*“The school has highly effective systems for managing students’ behaviour. The systematic approach, consistent use of the behaviour policy and skilled behaviour management result in students with more challenging behaviour making exceptional progress in gaining self-control and re-engaging with learning within a very short space of time.”*

The Trustees are seeking to appoint a dedicated and highly motivated Receptionist / Administrator to work at Elms Bank. The successful candidate will act as the public face of the organisation delivering excellent customer service on reception and hospitality duties along with taking the responsibility for front line safeguarding; ensuring that access to the school is controlled. The ability to deliver a high standard of customer service is essential.

We are looking for a colleague who will demonstrate a high level of commitment within the admin team and provide an efficient, responsive and high-quality administrative service to the school.

The post is 37 hours per week term time plus 10 additional days to be worked during school closure, in accordance with service requirements. The working hours are Monday to Thursday 8.30am – 4.30pm and Friday 8.30am – 4.00pm.

Applicants must have GCSE Maths and English grades C or above (or equivalent) and proven experience of working on a reception along with the capability of using the Microsoft Office package. Working within a team is imperative to this role and in return the successful candidate will be a valued member of an excellent team with the opportunity to progress within the role where necessary.

Please ensure that you meet the person specification before applying as applicants must have the relevant qualifications and experience and be willing to undertake training relevant to the post.

We are committed to **equality** of **opportunity** for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Appointment is subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service and references. The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Applications should be sent to [recruitment@elmsbank.co.uk](mailto:recruitment@elmsbank.co.uk) for the attention of Mrs O Langley-Sadler, Headteacher by 9.00am, Friday 24th September 2021.

**Job Description**

**Title**: Receptionist / Administrator

**Salary/Grade:** Grade 5, SCP 4 – 5 (£16,909 - £17,248 per annum)

**Responsible to:** School Business Manager

**Hours of work:** 37 hours per week, term time + 10 days

**Purpose of the Post**

* To provide courteous and efficient reception support
* Manage calls effectively to ensure a professional service
* Control access to the reception area from other staff members
* Undertake general Reception duties
* Provide an efficient, responsive and high-quality administrative service to the school

**Duties and Responsibilities**

**Reception**

* Act as the public face of the organisation through excellent customer service on reception and hospitality duties with awareness of the additional requirements or needs of visitors in order to make the school welcoming
* Take responsibility for front line safeguarding, ensuring that access to the school is controlled
* Ensure visitors to the school use the school InVentry Entry System to sign in and out
* Gather information and input visitor information into the Inventory Entry System prior to their arrival to aid a speedier sign in
* Welcome visitors to the school and ensure they are signed in and allocated appropriate visitor clearance in accordance with the schools safeguarding procedures
* Ensure all visitors are accounted for during a fire evacuation using InVentry Evac
* Photocopy and verify visitors and supply staff photo ID
* Be responsible for maintaining the professional appearance of the main reception area ensuring up to date marketing materials are available i.e. newsletter
* Accept deliveries and arrange distribution to the relevant department in conjunction with the facilities team
* Ensure independent travellers sign in using InVentry
* Ensure visitors are parked with consideration of neighbours and the school disabled bays
* Respond to telephone, email and face to face enquiries from parents, staff, pupils and the public in a courteous and professional manner
* Take messages and relay them quickly and accurately

**Administration:**

* Manage, in a timely manner, the general school email account, forwarding on to the relevant people or responding as appropriate
* Maintain manual and computerised records / returns / management information systems
* Produce letters to parents
* Send text messages to parents and staff
* Provide general clerical support including photocopying, faxing, filing scanning, emailing and responding to routine enquiries
* To minute meetings when requested
* Be responsible for maintaining an up to date internal telephone directory
* To produce a daily report for SLT on staff punctuality
* To assist with sending daily all staff email with relevant messages
* To input new and updated information on the school’s computerised systems
* To produce ParentPay letters and barcodes for parents

We expect all staff at Elms Bank to share our core values.

**Aspiration**

1. To be an active participant in our school community. We expect our staff to be an active member of our community and to embrace school life.
2. To share and receive productive feedback. To have the ability to receive and share productive feedback.
3. To collaborate as a team; with a positive attitude. To work positivity as a team promoting a positive attitude.
4. To celebrate all successes. To positively celebrate all successes at Elms Banks
5. To reflect on our work to ensure we always keep on learning. To be open to learning, to reflect on our knowledge and strive to be better.
6. To know all our young people’s needs and work to meet them. To understand the needs of our students and actively work to be meet them

**Integrity**

1. To be professional in demeanour and appearance. To act in a professional manner at all times.
2. To be open, honest and responsible. To be open, honest and responsible in our role at Elms Bank
3. To take ownership – be solution focused. To take ownership of work and solve any problems when necessary.
4. To share concerns with the correct person within the school. To bring any concerns to your line manager or designated person at Elms Bank.
5. To be committed to Elms Bank’s vision and values in our daily work. To be committed to the vision and values at Elms bank and bring this into your work at Elms Bank.

**Resilience**

1. To understand the school exists to serve the young people and families of its community. To understand that Elms Bank exists to serve the young people and families of its community
2. To manage our own personal well-being. To look after yourself.
3. To be aware of other’s well-being. To support each other, demonstrate compassion and empathy.
4. To embrace change. To positively embrace change.
5. To focus on successes and learn from mistakes. To understand that mistakes can be made to learn from them and embrace success.

**Other**

1. To work flexibly to meet the changing needs of the Trust
2. Be aware of and comply with policies and procedures relating to child protection, safeguarding, health and safety, security, confidentiality and data protection, reporting all concerns to an appropriate person as soon as they arise
3. Attend events or meetings out of normal working hours as required
4. Undertake other tasks as reasonably requested by the Headteacher
5. Follow school ethos and values of aspiration, integrity and resilience
6. To keep professional knowledge up to date by attending briefings, undertaking training and keeping abreast of DFE requirements, legislation and procedures

|  |  |  |
| --- | --- | --- |
| **Job Description Prepared by:** | **Signed:** | **Date:** |
| **Agreed Correct by Post- Holder:** | **Signed:** | **Date:** |
| **Agreed Correct by CEO of Oak LP:** | **Signed:** | **Date:** |

**Person Specification**

1. **Educational and Training**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Criteria | Essential/  Desirable | Evidenced In |
| 1.2 | GCSE Maths and English at Grades C or above (or equivalent) | E | Application |

1. **Relevant Experience**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Criteria | Essential/  Desirable | Evidenced In |
| 2.1 | Proven experience of working on a Reception | E | Application  Interview  Reference |
| 2.2 | Knowledge and experience of a various software packages i.e. Microsoft word and Excel | E | Application  Interview  Reference |
| 2.4 | Proven administration experience | E | Application  Interview  Reference |

1. **Skills, Abilities and Attributes**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Criteria | Essential/  Desirable | Evidenced In |
| 3.1 | Ability to communicate verbally and in writing effectively and confidentially with persons at all levels | E | Application  Interview  Reference |
| 3.2 | Ability to deliver a high standard of customer service | E | Application  Interview  Reference |
| 3.3 | Ability to deal with situations under pressure in a tactful, calm and confident manner | E | Application  Interview  Reference |
| 3.5 | Ability to work collaboratively and independently | E | Application  Interview  Reference |
| 3.9 | Demonstrate the ability to operate various software packages i.e. Microsoft Word and Excel | D | Application  Interview  Reference |