

Student Services/Receptionist

Required to work 15 hours per week /40 weeks per year

Working pattern – 7.30am to 3.30pm

QEGSMAT are seeking to appoint a Student Services/Receptionist to start as soon as possible.

Queen Elizabeth's Grammar School, Ashbourne Academy is an 11-18 Comprehensive School in the picturesque town of Ashbourne. The school enjoys an excellent reputation within the local community. Academic standards are already very high in all key stages but we are not complacent and continually seek to expand and improve upon opportunities afforded to our students.

Queen Elizabeth's Grammar School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

For further information and an application form, please visit <http://www.qegsmat.com/current-vacancies/>.

Closing date for applications: Wednesday 1st November 2017

Interview date: Monday 6th November 2017

Actual Salary: £6,251 - £6,967

Start date: As soon as possible



**QUEEN ELIZABETH'S GRAMMAR SCHOOL,
ASHBOURNE ACADEMY**

JOB DESCRIPTION

Post Title:	Student Services/Receptionist
Responsible to:	PA to Head of Academy
Scale:	4 (SCP 18 – 21)
Weekly Hours:	15 hours per week
Weeks Per Annum:	40
Post Objectives:	To support the academy in improving outcomes for young people, ensuring they are healthy, safe, are able to enjoy and achieve, make a positive contribution and achieve economic well being.
Other Considerations:	It will be necessary to work with information technology and associated systems in accordance with school policies.

Duties and Responsibilities:

- To maintain the absence diary, making recommendations to the Line Manager in respect of applications for leave of absence/time off for CPD;
- To organise day to day cover for absent teachers;
- To process staff leave of absence forms, in respect of diary management;
- To process return to work forms, including updating facility;
- To operate the telephone switchboard, answering, screening and forwarding any incoming phone calls while providing basic information when needed;
- To undertake reception duties welcoming visitors and dealing with enquiries, and acting as a central point of contact for day to day issues;
- To open and distribute incoming mail, deal with deliveries and arrange distribution throughout the academy, ensuring logs are kept;
- To process outgoing mail and parcels, including delivering this to the local Post Office daily;
- To ensure sufficient credit is maintained on the franking machine at all times to meet the demands of the academy and that it is updated to reflect changes in postal regulations;
- To administer academy lettings by liaising directly with outside organisations and collating information for the Estates Manager and Caretakers. Also, to provide the School Business Officer with details to ensure the appropriate invoices are issued;

- To manage students while representing the academy as the face of QEGS in the reception area;
- To ensure the academy's signing in and out procedures are adhered to and that visitors are made aware of all relevant health and safety information;
- Maintain security by following procedures and controlling access, monitoring the visitor log book and passes;
- To receive telephone calls and messages from parents/carers reporting student absence, updating the academy's management information system (MIS) accordingly;

Student Attendance

- To register students arriving late;
- To ensure the academy's signing in and out procedures are adhered to with regard to both students and staff;
- To ensure registers are completed accurately and on time, liaising with staff as necessary;
- To follow up unexplained student absence with parents/carers in a sensitive and timely manner;
- To develop and maintain positive relations between the school, parents and students;
- To adhere to the school's attendance policy and encourage all staff to do the same;
- To train and support staff in the use of systems regarding attendance;
- To ensure the school complies with legislation regarding attendance;

Methods of Working

The post holder will be expected to:

- Work with information technology and associated systems
- Accept the need for flexible working.
- Take an active part in appraising their own work against agreed priorities and targets in accordance with the academy's professional development and supervision arrangements.
- Undertake any necessary training associated with the duties of the post.
- Comply with all safeguarding practices and procedures.
- Maintain confidentiality and observe data protection and associated guidelines where appropriate.
- Carry out the duties of the post in compliance with the academy's Equal Opportunities Policy and other policies.
- Comply with health and safety policy and legislation in the performance of their duties.

Signature	
Date	



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PERSON SPECIFICATION

Student Services/Receptionist

Experience	Essential	Desirable
Understanding of the importance of regular student attendance and issues around non-attendance	✓	
Experience of working in a busy office environment fulfilling a range of administrative duties	✓	
Knowledge of attendance legislation		✓
Qualification		
GCSE English and Maths A* - C or equivalent	✓	
Proficient user of ICT including Word and Excel		✓
Involvement in recent, relevant professional development	✓	
Evidence of further or continued study	✓	
Skills		
Excellent communication skills both verbal and written	✓	
Highly systematic and organised	✓	
Self-motivated with the ability to manage time effectively and prioritise workloads	✓	
Able to work effectively as an individual or as part of a team, even when under pressure	✓	
Able to form and promote positive relationships with students, staff and parents	✓	
Proficient user of ICT and able to present data in a	✓	

useful format for decision making		
Practical and resourceful with a flexible approach to work	✓	
Calm, patient and approachable in all situations	✓	
Able to deal with confidential information in a sensitive manner	✓	
Operational knowledge of CMIS Facility or other school management information system		✓