



### **Student Services/Receptionist**

**Required to work 22.2 hours per week /40 weeks per year**

**Working pattern – 8.00am to 16.00pm or 08:30am to 16:30pm**

#### **Maternity Cover**

QEGSMAT are seeking to appoint a Student Services/Receptionist (Maternity cover) to start on Monday 1<sup>st</sup> April 2019 at Queen Elizabeth's Grammar School, Ashbourne Academy.

QEGSMAT is a growing group of academies based in Derbyshire, Derby City and Staffordshire. Established at the start of 2017, our Trust is based on a set of actions defined by our students; 'Question, Explore, Give and Succeed'

The Trust's vision is to 'Question, Explore; Give; Succeed' and our exceptional staff, strong leadership and motivated children and young people, as well as excellent facilities, provide the successful formula for this. 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.

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.

If you are interested in this position please complete an application form found at <https://www.qegsmat.com/current-vacancies/> and email it to [hr@qegsmat.com](mailto:hr@qegsmat.com) before the closing date.

**Closing date for applications:** Sunday 10<sup>th</sup> February 2019

**Interview date:** Wednesday 13<sup>th</sup> February 2019

**Actual Salary:** Scale 4 SCP 18 – 21 £18,870 - £20,541 (Pro Rata £9,776 - £10,642)

**Start date:** Monday 1<sup>st</sup> April 2019



### **JOB DESCRIPTION**

<b>Post Title:</b>	Student Services/Receptionist
<b>Responsible to:</b>	PA to Headteacher
<b>Scale:</b>	4 (SCP 18 – 21)
<b>Weeks Per Annum:</b>	40
<b>Post Objectives:</b>	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 wellbeing

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### **DUTIES AND RESPONSIBILITIES:**

- Provide a front line reception service to visitors to the academy, students and staff;
- Uphold the academy's safeguarding arrangements, ensuring signing in and out procedures are adhered to by visitors, students and staff, and that visitors are made aware of all relevant health and safety information;
- Operate the telephone switchboard, dealing with incoming calls to the academy;
- Open and distribute incoming post;
- Deal with deliveries to the academy;
- Deal with outgoing post, delivering it to the Post Office daily;
- Maintain sufficient credit on the franking machine to meet the demands of the academy and changes in postal regulations;
- Manage students representing the academy as the face of QEGS in the reception area;
- Be the first point of contact for parents/carers reporting student absence;
- Be the first point of contact for parents/carers reporting student absence and update the academy's management information system accordingly;
- Register students arriving late;
- Ensure registers are completed accurately and on time, liaising with staff as necessary;
- Follow up unexplained student absence with parents/carers in a sensitive and timely manner;
- Develop and maintain positive relations between the academy, parents and students;
- Support academy events, as required.

### **METHODS OF WORKING**

The post holder must:

- Work with information technology and associated systems;
- Maintain confidentiality and observe data protection and associated guidelines where appropriate;
- To maintain an awareness of Safeguarding Children initiatives;
- Understand and comply with the academy's Health and Safety Policy in the performance of their duties and responsibilities;
- Carry out the duties of the post in compliance with the academy's Equal Opportunities Policy;
- Understand and comply with all other relevant academy policies;
- 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;
- To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.



## PERSON SPECIFICATION

	Essential	Desirable	Evidence
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE English and Maths A* - C or equivalent</li> <li>Involvement in recent, relevant professional development</li> </ul>	<ul style="list-style-type: none"> <li>Proficient user of ICT including Word and Excel</li> </ul>	<ul style="list-style-type: none"> <li>Certificates</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Excellent communication skills both verbal and written</li> <li>Highly systematic and organised</li> <li>Self-motivated with the ability to manage time effectively and prioritise workloads</li> <li>Able to work effectively as an individual or as part of a team, even when under pressure</li> <li>Able to form and promote positive relationships with students, staff and parents</li> <li>Proficient user of ICT and able to present data in a useful format for decision making</li> <li>Practical and resourceful with a flexible approach to work</li> </ul>	<ul style="list-style-type: none"> <li>Operational knowledge of CMIS Facility or other school management information system</li> </ul>	<ul style="list-style-type: none"> <li>Interview</li> <li>Application form</li> </ul>

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of the importance of regular student attendance and issues around non-attendance</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Health &amp; Safety Regulations</li> <li>• Knowledge of attendance legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• Application form</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a busy office environment fulfilling a range of administrative duties</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> <li>• Application form</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Flexible, innovative and willing to embrace new ideas</li> <li>• Enthusiastic and self-motivated</li> <li>• Willing to develop through appropriate CPD opportunities</li> <li>• Ability to develop and maintain effective working relationships within differing contexts</li> <li>• Calm, patient and approachable in all situations with a strong customer care focus</li> <li>• Able to deal with confidential information in a sensitive manner</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> <li>• Application form</li> </ul>

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_