



## **Student Services/Receptionist**

### **Queen Elizabeth's Grammar, School Ashbourne Academy**

**Required to work 14.8 hours per week /40 weeks per year**

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

QEGSMAT is seeking to appoint an enthusiastic, supportive and well-organised person to work alongside a team of dedicated support staff in our Student Services department at Queen Elizabeth's Grammar School Ashbourne Academy, providing a professional frontline service to students, parents and visitors.

QEGSMAT 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.

#### **We offer candidates:**

- Support, mentoring and professional learning appropriate to the post.
- A forward looking, hardworking and enthusiastic team of staff with the desire and skills to improve outcomes.
- A location which has a highly successful school, with an aspirational ethos which leads to excellent levels of achievement.
- Staff, students and governors are committed to working together to build a positive learning environment, ensuring continuing success for all students.
- Our core values include hard work and personal courtesy. We firmly believe that the aim of always doing one's best is the key to sustained success.

QEGSMAT is committed to promoting equality, challenging discrimination and developing community cohesion. We welcome applications from all sections of the community. We are committed to the protection of children and vulnerable adults. Appointment is subject to a clear DBS check to an enhanced level.

Please visit [www.qegsmat.com](http://www.qegsmat.com) where you can apply via TES. Alternately, you can contact us at [hr@qegsmat.com](mailto:hr@qegsmat.com)

**Closing date for applications:** Thursday 17<sup>th</sup> June 2021 09:00am

**Interview date:** Wednesday 23<sup>rd</sup> June 2021

**Actual Salary:** Scale 4, SCP 7 – 11 FTE £20,092- £21,748 (Pro-rated £6,963 - £7,537)

**Start date:** Monday 6<sup>th</sup> September 2021



## JOB DESCRIPTION

<b>Post Title:</b>	Student Services/Receptionist
<b>Responsible to:</b>	PA to Headteacher
<b>Scale:</b>	Scale 4, SCP 7 – 11
<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 and school attendance 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 \_\_\_\_\_