



## **Student Services/ Receptionist**

**Queen Elizabeths Grammar School**

**Permanent**

**14.8 hours per week / 40 weeks per year**

**(Working 8.00-16.00 or 08:30-16:30)**

**Scale 4 £22,369 - £24,054 FTE (£7,752 - £8,336 pro rata)**

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/ reception department at Queen Elizabeth's Grammar School Ashbourne Academy, providing a professional frontline service to students, parents and visitors. You will have a commitment to the education and wellbeing of young people as we strive to prepare them for life outside of school. The ethos and values of Queen Elizabeth's Grammar School, Ashbourne Academy are important to the staff, students, and local community; the successful candidate will promote and adhere to these values.

Nestled in the picturesque Derbyshire Dales in the idyllic town of Ashbourne, the successful candidate will be based at Queen Elizabeth's Grammar School, Ashbourne Academy. This is an academic and vibrant rural comprehensive school with a very successful Sixth Form. The ethos and values of Queen Elizabeth's Grammar School are important to the staff, students, and local community; the successful candidate will promote and adhere to these values.

Queen Elizabeths Grammar School is a proud member of QEGSMAT. The Trust's values are for students to 'Question, Explore; Give; and Succeed'. Our exceptional staff, strong leadership, motivated children, as well as excellent facilities, provide the successful formula for this.

At QEGSMAT we believe and promote that exceptional workforce creates exceptional results; they transform lives and transform futures. We support every pupil to achieve their full potential and become a confident, resilient, and compassionate individual who can make a positive contribution to society.

### **Why work for us?**

- Continual access to CPD opportunities. QEGSMAT works with a large number of organisations to develop staff to fulfil their aspirations and potential. We are committed to providing first-rate training and development to all our staff within this evolving Trust.
- We are committed to promoting equality, challenging discrimination, and developing community cohesion. We welcome applications from all sections of the community.
- All staff have access to our Employee Assistance Programme which provides confidential, independent and unbiased information and guidance 24/7. This can also include bespoke counselling sessions for staff if needed.
- All roles are subject to nationally agreed terms and conditions of service.

- Access to the Local Government Pension Scheme (LGPS) with employer contributions of 23.4% for Derbyshire support staff.
- Family-friendly policies.
- Access to Flu Vaccines.
- Opportunity to work flexibly.

QEGSMAT is also committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. It is a criminal offence to engage or seek to engage in regulated activity or regulated work with children, if you appear on the DBS barred list. All appointments are subject to an Enhanced DBS check and be eligible to work in the UK.

Further information about our commitment to Safeguarding can be found -

<https://www.qegsmat.com/documents/safeguarding>

Please be aware, the School/Trust may also consider performing an online presence check as part of their pre-employment checks.

If you are interested and wish to have an informal conversation to discuss the role or would like to visit the school, we would be happy to arrange this. Please call Miss Natalie Jones on 01335 343 685 ext.11656. Further details about our school can be found on our website:

<https://www.queenelizabeths.derbyshire.sch.uk/>

To apply for this position, please visit our Trust Website (<https://www.qegsmat.com/current-vacancies/>) where you can apply via TES.

**Closing date for applications: Sunday 26<sup>th</sup> March 2023 Midnight**

**Interview date: Wednesday 29<sup>th</sup> March 2023**

**Salary: Scale 4 £22,369 - £24,054 FTE (£7,752 - £8,336 pro rata)**

**Potential Start date: Monday 17<sup>th</sup> April 2023**



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## **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
<b>Disclosure Level:</b>	Child Workforce - Enhanced, Childs Barred list

### **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.



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**Person Specification - Student Services/Receptionist**

	<b>Essential</b>	<b>Desirable</b>	<b>Evidence</b>
<b>Qualifications</b>	GCSE English and Maths A* - C or equivalent  Involvement in recent, relevant professional development	Proficient user of ICT including Word and Excel	Certificates
<b>Skills</b>	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	Operational knowledge of CMIS Facility or other school management information system	Interview  Application form
<b>Knowledge</b>	Understanding of the importance of regular student attendance and issues around non-attendance	Knowledge of Health & Safety Regulations  Knowledge of attendance legislation	Interview  Application form
<b>Experience</b>	Experience of working in a busy office environment fulfilling a range of administrative duties		Interview  Application form
<b>Personal Qualities</b>	Flexible, innovative and willing to embrace new ideas		Interview

	<p>Enthusiastic and self-motivated</p> <p>Willing to develop through appropriate CPD opportunities</p> <p>Ability to develop and maintain effective working relationships within differing contexts</p> <p>Calm, patient and approachable in all situations with a strong customer care focus</p> <p>Able to deal with confidential information in a sensitive manner</p>		Application form
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PRINT NAME \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_