



Abbey Gate College

Job Description & Person Specification

Role	Receptionist & Office Administrator
Contract	Permanent, part-time (3 days per week), term-time only
Start Date	Required to start 1 st September 2024, or as soon as possible thereafter
Salary	£13,397 based on 22.5 hours per week, term-time only (Grade AGS 4 Grade Point 16)

Introduction from the Head:



Our wonderful Senior School and Sixth Form are enviably located in the historic Saighton Grange buildings, with stunning views across beautiful countryside towards the Welsh mountains and the Cheshire sandstone ridge; and our dedicated Infant and Junior School is just down the road in the charming and picturesque village of Aldford.

Our College is a unique, inspiring, and memorable place to learn and grow, where our caring and committed teaching and support staff will do all that they can to help our pupils to be the best that they can be.

We are a safe and friendly school community, where we look out for each other and where we work with each child's individual interests, passions, and strengths; while also encouraging them to try new things, take risks, and be creative.

Our Mission:

We are committed, within our safe and caring community, that each one of our pupils will become the best that they can be and have the self-belief to go forward into this changeable world with courage and with compassion.

Our Aims:

We pursue our whole College mission, guided by three defining and aspirational aims:



SELF

Each pupil cares for their mental and physical wellbeing; learns and achieves to their individual potential; and is content, comfortable and confident to be who they are in our diverse and inclusive College.



SERVICE

Each pupil makes a positive difference to the lives of others in our College, as well as in our local and in wider, global communities.



SUSTAINABILITY

Each pupil contributes towards preserving and protecting the planet we all inherit and share, and has the opportunity to be creative and innovative; to help further humanity's progress in the future.

Thank you for taking the time find out more about us. If you feel that you could bring the right balance of care, commitment, expertise, and enthusiasm to this role, we would welcome your application.



Craig Jenkinson, MA (Oxon), PGCE, MInstLM, MCCT

The Post:

We are seeking to appoint a professional, friendly and enthusiastic Receptionist & Office Administrator to join our administrative team, based in our main reception area at the Senior School in Saighton Grange.

Job Description:

Line managed by our Office Manager, along with the other team members, the Receptionist & Office Administrator will provide a welcoming and informative environment for visitors and all members of our College community.

As a main point of contact for pupils, staff, and visitors to the College; a caring, warm and professional manner is required at all times. Therefore, excellent customer service skills are essential.

Key Duties Include:

- Operating the main reception telephone line, taking calls from both external callers and internal colleagues
- Directing queries (via phone, email or face-to-face) to the correct colleague, in a professional and timely manner
- Acting as the first point of contact at Reception to welcome visitors to the College, and to sign them in according to Keeping Children Safe in Education guidance, in order to safeguard our pupils
- Acting as the first point of contact at Reception, in respect of pupil and colleague queries, throughout the day
- Carrying out pupil attendance checks twice a day (training will be provided)
- Actioning any required letters, emails or written communication / paperwork as instructed by the Head, College Leadership Team or Office Manager
- Day-to-day management of the College ParentPay account; including setting up payments and ensuring payments are made in a timely manner
- Assisting with bus bookings, for both pupil transport purposes to and from College, and in relation to trips organised by teaching staff
- Assisting with the provision of a comprehensive, professional reprographics service to all colleagues
- Fulfilling stationery orders as and when required
- Directing pupils to a First Aider, if required

Support for the College:

In addition to the day-to-day responsibilities of the role, you will also be expected:

- To support the College's commitment to safeguarding children and promoting their welfare at a level appropriate to this role
- To be aware of, and comply with, policies and procedures relating to health and safety, security, confidentiality, and data protection, reporting all concerns to the appropriate person
- To support the College in its aims and objectives
- To contribute to and promote the overall ethos / work / aims of Abbey Gate College

- To comply with the College's Staff Code of Conduct and exercise mutual respect of pupils and staff
- To participate in training, meetings, and performance development activities as required and attend CPD (Inset) days
- To undertake such duties as may, from time to time, reasonably requested within the level of the post

Person Specification:

The successful candidate will demonstrate the following:

Experience:

- Previous experience of working in a school or a busy reception area is preferred, but not essential
- Excellent customer service skills and experience of working in a customer focused environment is essential.
- Experience of using iSAMS and ParentPay would be an advantage, but is not essential as training will be provided
- Experience of operating a telephone system / switchboard

Qualifications:

- Minimum of five GCSE's (including English and Maths) grade A – C (or equivalent)

Skills / Personal Qualities:

- High standard of literacy and numeracy, reflecting the College's high standards in this area
- Excellent communication and interpersonal skills, both written and verbal and an ability to deal with sensitive matters professionally and tactfully
- Computer literate and proficient in all Microsoft packages (especially Word, Excel Outlook, Planner and MS Teams)
- Ability to prioritise workload effectively, with strong organisational / time management skills and the ability to meet deadlines whilst working in a busy, varied environment
- An understanding of data protection and the need for confidentiality at all times
- A calm, professional, sensitive and friendly approach
- Attention to detail, accurate and methodical
- A team player, willing to support other members of the College community
- Ability to work on own initiative
- Willingness and adaptability in tackling the variety of tasks arising in a school environment
- Commitment to CPD and training opportunities

Safeguarding & Child Protection:

Abbey Gate College is committed, as a priority, to safeguarding and promoting the welfare of children, and expects all staff and volunteers to share this commitment.

Applicants will, therefore, be subject to stringent vetting and induction processes, including an enhanced DBS disclosure. **References for shortlisted candidates will be requested prior to interview**; please inform your referees.

Whilst criminal convictions are not necessarily a bar to appointment, this safety consideration will be central to all decisions regarding the employment of staff, approval of volunteers, and standards of external contractors.

Equality, Diversity & Inclusion:

We are committed to equality of opportunity for all staff and to treating all staff with dignity and respect. Therefore, 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.

Salary:

The salary for this position is £13,397 per annum based on the working hours of 8.30am to 5.00pm, three days / 22.5 hours per week (with one-hour unpaid lunchbreak per day), term-time only.

Process for Applications:

- **Closing date for applications: Monday 5th August 2024 at midday.**

In order to apply for our Receptionist & Office Administrator vacancy, please complete our Abbey Gate College application form (available at <https://www.abbeygatecollege.co.uk/about-us/vacancies/>).

Please also include a covering letter, which should be addressed to our Head, Mr Craig Jenkinson, outlining your interest in, and suitability for, the role and the College.

Your completed application form and covering letter should be returned to Mrs Sue Moran, HR and Staff Wellbeing Manager, at: sue.moran@abbeygatecollege.co.uk by the above closing date.

Should you require any additional information or assistance regarding your application, please also contact Sue Moran.

Please visit our website at www.abbeygatecollege.co.uk for more information about the College.