



West Hatch High School
a Specialist Business and Enterprise School
"THE BEST THAT I CAN BE"
Headteacher: Mr D Leonard BSc (Hons), Med

Email: recruitment@westhatch.net

Receptionist/Administration Assistant
37 hours per week
(8.30am to 4.30pm Monday to Thursday + 8.30am to 4pm Friday)
39 weeks per year(term time + 1 week holiday working)

Band 2a, points 3-6 £18,065 - £19,171 (pro rata + £874 Fringe)
(Actual salary £16,490 - £17,453)

We are seeking to appoint someone who will provide a professional, efficient, supportive and welcoming frontline service for the school. The post holder will also be required to provide administration support to facilitate the smooth running of the school.

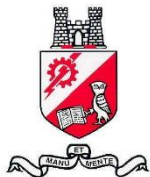
West Hatch is a family and we are dedicated to developing staff and students into successful leaders. We offer wide ranging opportunities for staff to develop and take on roles that will support and open doors for them to progress in the future.

This is an exciting time to join West Hatch with an expansion of 350 students and a thriving Sixth Form in the top 25% of schools Nationally over the last three years; come and be a part of our future.

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share in the commitment. This appointment is subject to an enhanced DBS check and positive references. For further information and to download an application form please visit www.westhatch.net

Closing Date:4pm - Monday 4th November 2019

The school reserves the right to interview prior to the deadline date.



West Hatch High School

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| JOB DESCRIPTION: | Receptionist/Administration Assistant |
| Responsible to | Headteacher |
| Line Manager | Office Manager |
| Grade | Band 2, points 3 - 6 |
| Hours: | 37 hours a week (8.30 to 4.30, 4pm on Friday), 40 weeks per year |
| Purpose of Job | To be part of the Administration team, provide an efficient and friendly reception service for the school acting as first point of contact for parents, pupils, staff and visitors and provide general admin support. |

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share in this commitment. The appointment is subject to an enhanced DBS check.

Key Responsibilities

- To receive and respond to enquiries from parents, staff, pupils and members of the public over the telephone, via email and in person
- To answer the telephone ensuring that any messages taken are passed on as soon as possible, including any messages left on answerphone.
- To sort all incoming email, faxes and post. Frank all outgoing post, (including parcels, certificates of posting and recorded deliveries). Maintain a stock of stamps and ensure franking machine is fully operational
- Regularly check school's Website and update as necessary
- To allocate lockers and process paperwork.
- To ensure school fixture team sheets are distributed to parents, students and staff.
- To be proactive in dealing with press releases for the school
- Work as a member of the Admin Team as directed by Office Manager
- To be part of the First Aid team supporting the Designated First Aider and covering in their absence

These duties are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of their job, skill or grade.

Professional standards:

- Carry out your role in a professional, positive and proactive manner.
- To undertake any reasonable instruction.
- Deal courteously with colleagues, students, parents and the public.
- Maintain standards of presentation and work output as set by your line manager.
- Come to work suitably dressed, in accordance with the Schools Dress Code.
- Maintain strict confidentiality with regard to issues relating to students, parents, other staff and school business.
- Set a good example to students.
- Be supportive at all times of the school's aims and ethos.
- Work as part of a team to support the team and school objectives.
- Be familiar and comply with school policies as set by the Governing body.
- Aim for high personal standards of punctuality and attendance.

The needs of the school are constantly evolving and all job descriptions are reviewed annually and subject to change to meet the needs of the school.

October 2019



ADMINISTRATION ASSISTANT PERSON SPECIFICATION

| General heading | Detail | Examples |
|--|---|--|
| Qualifications & Experience | Specific qualifications & experience | Experience of reception/administration work, preferably gained in an educational environment Experience of working in a busy office environment First Aid qualification or willingness to undertake training |
| | Knowledge of relevant policies and procedures | Knowledge of appropriate procedures, regulations and guidance in a secondary school setting |
| | Literacy | High level of literacy/communication skills |
| | Numeracy | Educated to Level 2 standard |
| | Technology | Proficient with working with standard office applications, including database management, preferably SIMS |
| Communication | Written | Ability to write detailed reports and letters and take minutes during meetings |
| | Verbal | Ability to use clear language to communicate information unambiguously Ability to listen effectively |
| | Languages | Specialist language/communication skills, if appropriate |
| | Negotiating | Ability to negotiate effectively with adults and children from 11 to 19 |
| Working with children | Behaviour Management | Ability to demonstrate and ensure effective implementation of the school's Behaviour policy |
| | SEN | Good understanding and support the differences in children and adults and respond appropriately |
| | Curriculum | Good understanding of the school curriculum |
| | Child Development | Good understanding of child development |
| | Health & Well being | Understand and support the importance of physical and emotional wellbeing |
| Working with others | Working with partners | Ability to make a proactive contribution to the work of the team supporting children, their families and carers |

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| | | Ability to work with parents and carers to improve support for children |
| | Relationships | Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults |
| | Team work | Ability to work effectively with a range of adults Influences the attitudes and opinions of others |
| | Information | Develop and implement effective systems to share and safeguard information The ability to recognise and appreciate the confidential nature of the role |
| Responsibilities | Organisational skills | Good organisational skills Ability to remain calm under pressure and inspire others Ability to support the work of others, as required and appropriate |
| | Time Management | Ability to manage own time effectively Ability to ensure that deadlines are met. |
| | Creativity | Demonstrate creativity and an ability to resolve problems independently |
| General | Equalities | Awareness of and promotion of equality |
| | Health & Safety | Good understanding of Health & Safety |
| | Child Protection | Good understanding and effective implementation of Child Protection procedures |
| | Confidentiality/Data Protection | Understand and enforce procedures and legislation relating to confidentiality and GDPR |
| | CPD | Demonstrate a clear commitment to develop and learn in the role Ability to effectively evaluate own performance |

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