



SHERFIELD
SCHOOL

APPLICANT INFORMATION PACK

PART TIME RECEPTIONIST



Dear Candidate,

Part time Receptionist

Thank you for your inquiry about the above role at Sherfield School.

Sherfield School is an outstanding independent co-educational boarding and day school in the heart of rural Hampshire. It is steeped in history, which can be traced back to the twelfth century. Sherfield Manor became a school in 1947 and became part of the GEMS international family of schools in 2004.

We offer a rich education designed to allow our pupils to flourish in a rapidly changing and challenging 21st Century world.

As part of the GEMS organisation, with links to 85 schools around the world, we enjoy the benefits of being part of one of the world's leading education providers whilst retaining the ambience of an English country public school. Our staff have a range of professional backgrounds; from experienced teachers within the independent sector and high performing academies to the best new teachers from university. Great teachers inspire great pupils. Central to our aim is developing global citizens which is greatly enhanced by being a key member of the GEMS family of schools with worldwide networks. GEMS pay close attention to training and supporting new and experienced educators and support staff. A career within education is very rewarding when you have the right support and opportunities to develop.

GEMS Sherfield School is committed to safeguarding and promoting the welfare of children and young people and have a range of policies and procedures in place which promote safeguarding and safer working practice across the school. We expect all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to enhanced Disclosure and Barring Service checks along with other relevant pre-employment checks, including checks with past employers.

I look forward to receiving your application. In the meantime if you have any queries about the position please contact Sally Holmes, s.holmes@sherfieldschool.co.uk

Yours sincerely,



Chris James-Roll
Acting Head Master



SHERFIELD SCHOOL

PART TIME RECEPTIONIST

To commence as soon as possible

Salary: £17,772 - £19,430 per annum FTE (depending on experience and qualifications)
£11,847 - £12,952 per annum (actual salary)

We are seeking to appoint a receptionist to work as part of a job share. The successful candidate will be able to work independently and as part of a team with excellent organisation and communication skills.

We are keen to receive applications from proactive and driven individuals who can demonstrate experience of working in a similar environment. Training will be available. You will need to be a confident user of IT including Word, Excel and Outlook and have a good standard of education to include Maths and English at GCSE level (grade A*-C minimum or equivalent). Experience of using SIMS (Schools Information Management System) or similar package would be an advantage

If you have the following skills and experience, we would like to hear from you:

- Previous experience of database and telephone systems;
- Previous experience as a receptionist in a busy, customer focused environment;
- Basic to intermediate level in MS Word and Excel.

The successful applicant will join our team of talented, committed and diligent support staff, all of whom are aligned in their passion for ensuring that all pupils receive a high quality education and leave us as well qualified and well-rounded young adults.

The main responsibilities for this position are to ensure a professional and helpful welcome of all visitors to the school and to provide excellent customer service.

This is a permanent part time post, working 25 hours per week, Monday to Friday 1.00pm-6.00pm (12.00pm-5.00pm during school closure periods). We offer a competitive salary and a fantastic working and learning environment.

The successful candidate will be expected to work flexibly, covering for other members of the administration team in their absence and taking part in other school events. Benefits include:

- 25 days' annual leave plus public holidays (pro-rata'd if part time);
- Contributory Pension Scheme;
- In-house training;
- Up to 50% discount on school fees for 2 children attending Sherfield School, pro-rata'd if part time.

Full details of the post and an application form may be obtained from the Sherfield School website.



SHERFIELD SCHOOL

All candidates are required to complete an application form in full. Please note that applications must be made on the School's application form and accompanied by a covering letter of no more than 500 words.

To apply, please send your letter and Sherfield application form via post to: Sally Holmes, Sherfield School, Sherfield on Loddon, Hook, and Hampshire, RG27 0HU **OR** electronically via e-mail: s.holmes@sherfieldschool.co.uk

Applications will be considered on receipt and an appointment may be made before the closing date. Therefore, it is recommended that if you wish to apply for this position you do so as soon as possible.

Closing Date for Applications: 5 September 2018

Interviews will be held shortly afterwards.

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Job Profile: Receptionist

JOB TITLE:	Receptionist	DEPARTMENT:	Administration
REPORTS TO:	Office Manager	LOCATION:	Sherfield School

Hours: 37.5 hours per week, covering 8.00am–6.00pm, Monday to Friday, job share:
8.00am-1.00pm
1.00pm-6.00pm (12.00pm-5.00pm during school closure periods)

Terms: Permanent full time, all year role, 25 days' annual leave plus bank holidays (to be taken during the school holidays), pro rata'd if part time.

Salary range: NJC Pay Range* 17 - 20, £17,772 - £19,430 FTE (depending on experience and qualifications)
**The NJC for Local Government Services does not have statutory force within Sherfield School, although the School intends to broadly mirror its terms.*

Benefits: Meals are provided free of charge when on duty and when the school's kitchen is open during school holiday periods;
Contributory Pension Scheme;
In-house training;
Up to 50% discount on school fees for 2 children attending Sherfield School, pro-rata'd if part time.

PURPOSE OF THE JOB

- Be a team member providing support for the best pupil/parent experience;
- To manage (job-share) the reception area ensuring that visitors are received as per GEMS hospitality and security policies;
- Telephone calls and emails are promptly answered and administration as required.

This job description should be seen as indicative of the type of responsibilities included within the role, of being part of a team supporting the future development of the school and not as a comprehensive list.

1. ORGANISATION CONTEXT

Headteacher
Deputy Headteacher
HR Officer
Office Manager

2. PRINCIPAL ACCOUNTABILITIES

Reception

- To work with the job-share partner ensuring that all aspects of the post are covered, communicating effectively for smooth transition between handovers;
- To welcome and greet all visitors (of any capacity) to the school either in person or on the telephone;
- To inform colleagues of arrival of visitors and direct visitors appropriately;
- To maintain security by following signing in/out procedures, issuing visitor badges, monitoring logbook;
- To answer and forward phone calls appropriately, screening calls as necessary, to sort and distribute both post and incoming e-mails to appropriate personnel;
- To ensure that school prospectuses and other marketing material is on display in the parent waiting areas, and maintain extra supplies of marketing material by the front desk;
- To be familiar with the school website and the information it relays to parents, for example locating the pupil absent request forms; booking forms for holiday clubs and future term dates;
- To arrange couriers/taxis as and when necessary;
- To maintain a safe and clean reception area, complying with relevant procedures and regulations;
- To undertake regular training in child protection, to be aware of responsibilities concerning child welfare and safeguarding;
- To provide First Aid support to pupils and staff in the absence of the School Nurses;
- General administrative tasks as required by the Office Manager.

Administrative Responsibilities

- To have an overview (via SIMS) of the pupil attendance registers, ensuring teaching staff are completing all registers and contacting parents to establish reasons for pupil absence where necessary;
- To ensure that registers are fully completed, as per school/inspection requirements;
- To process and distribute pupil absence requests, ensuring parents are advised of outcomes;
- Enter and update pupil and parent data on pupil database (SIMS), ensuring accuracy of data and all contacts are kept up to date;
- Administrative support for the creation and distribution of After School Clubs (ASC) information to parents and pupils;
- Support the Head of Music with the administration of timetables for music peripatetic staff, identifying conflicts with other pupil events i.e. sports fixtures, trips, liaising with the pupil and parents and relevant peripatetic teacher to co-ordinate resolution of any clashes;
- Respond to telephone and email enquiries from prospective families, teachers and advisers independently and in a timely and professional manner;
- Assist with the booking of meeting rooms and communal areas, including meeting and greeting guests and arranging refreshments and equipment;
- Help to distribute prospectus and other promotional material;
- Supporting the administrative team, answering general correspondence and assisting with filing and shredding to ensure excellent customer service;

- To assist with reprographics support for the whole school;
- As part of the administrative team provide the best experience for pupils, parents and colleagues.

General

- Take part in performance management/appraisal cycles;
- To be aware of employee responsibilities for Health and Safety of themselves and others and to work in a safe and secure manner with due care towards the health and safety of oneself, other staff and pupils;
- Every member of staff has a duty to commit to the safeguarding and welfare of all pupils at the school;
- To participate in staff programmes for training, in particular safeguarding and Health and Safety;
- Share in the corporate responsibility for the well-being and discipline of pupils;
- Promote the good work of the school in the wider community;
- Any reasonable request by the Headteacher/SLT/Line Manager.

3. SKILLS AND ATTRIBUTES

Experience, Qualifications and Knowledge

- Previous experience, knowledge and understanding of an educational setting is beneficial;
- Experience in a customer-focused role is highly desirable;
- Use of Microsoft Office essential (particularly Word and Excel);
- Experience of using SIMS database would be beneficial (although training will be provided).

Personal Attributes and Skills

- Excellent communication skills, both verbal and written;
- Effective administrative skills, including the ability to organise and prioritise own workload in order to meet tight deadlines, whilst maintaining a high degree of accuracy;
- The ability to work as part of a team and also independently;
- The ability to multi-task, and cope with peaks of demand;
- Solid time management skills;
- Ability to work confidently with a range of people, both within the School and externally;
- Professional telephone manner;
- Discretion and confidentiality;
- Flexibility at all times;
- A desire to continue to learn and develop;
- Self-motivated, high energy and pro-active with a 'can-do' attitude;
- Tact, diplomacy and confidentiality at all times;
- Excellent interpersonal skills;
- Dress and behaviour to be appropriate at all times whilst at Sherfield School.

PERSON SPECIFICATION

Skills and knowledge

Well organised, able to approach work methodically, prioritise and meet deadlines.	Essential
Excellent written and verbal communication skills.	Essential
Excellent organisational, interpersonal and team working skills.	Essential
Problem solving skills.	Essential

Qualifications/Attainment

GCSE grade A* - C in English and Maths or equivalent.	Essential
Degree preferred or relevant industry experience.	Desirable

Experience

Working with young people, ideally in an educational environment.	Desirable
Building and maintaining long-standing relationships with stakeholders of varying levels.	Essential
Customer focussed role	Essential

Attitude/approach

Able to form good working relationships with colleagues, and to relate appropriately to pupils.	Essential
An enthusiastic and professional attitude and commitment to learning new skills.	Essential
Discreet and able to deal with confidential information.	Essential
Able to respond flexibly to the demands of working in a school environment.	Essential
An understanding of safeguarding within an educational setting.	Desirable