



QUORN HALL  
SCHOOL



## Receptionist

Quorn Hall School is a specialist therapeutic school for children and young people with autism and social, emotional and mental health needs. The school is on a fantastic journey; we are growing, and with this comes the opportunity to embed the culture and system of a truly integrated education and therapy model.

We are part of the Cavendish Education group, a unique schools group who provide expertise and networking opportunities across the 8 schools in the group. We value learning and see it as a lifelong process. We seek to create an open and creative community where everyone is valued, supported and challenged to be the best they can possibly be. Our community is based on honesty, integrity and responsibility borne out of mutual respect.

Our values and positive culture are demonstrated through the creative and flexible way we respond to challenges. Our aim is to create opportunities for pupils to be successful and develop a positive self image.

## **Job Description**

**Responsible to:** Office Manager

**Contract type:** Full time/Permanent/ Term Time Only (39 weeks)

**Salary:** £19,134 (actual salary)

**Start date:** Monday 29th April 2024

### **PURPOSE OF THE JOB:**

- To provide effective and efficient front of house and administrative support in line with school policies and procedures.
- To contribute to the overall ethos, aims and values of the school, promoting a positive image within the school and wider community.
- Contribute to the development of administrative systems and procedures.
- Participate in training and professional development as required.

### **Reception Duties:**

- To be a welcoming, friendly and professional first point of contact for telephone, face to face and email enquiries and to take messages where appropriate. Ensure messages are recorded and signposted to the relevant staff member.
- To ensure that staff, visitors and pupils are constantly signed in and out, in accordance with school and safeguarding procedures.
- Monitor reception and the school gates to ensure that the site is secure at all times.
- Welcome and confirm safeguarding checks of visitors on arrival, ensuring that they are escorted around the school at all times.
- Follow up and record reasons for pupil, staff and visitor absences
- Provide support in line with school evacuation procedures.
- Process and record incoming and outgoing post.
- Maintain the online school calendar, booking systems, visitors spaces and to have a clear understanding of which visitors are in school each day.
- Be the main point of contact for transport/taxi companies and assist in the car park during drop off and collection of pupils.
- Communicate with parents, carers and other professionals via telephone, email, text and letter where appropriate.
- Coordinate the parents/carers evenings alongside the Assistant Heads.
- Undertake relevant first aid training and administer first aid where appropriate.

### **Admin Duties**

- To undertake filing and photocopying as required, including the basic maintenance of the photocopier/s and liaison with engineers when required/appropriate.
- Log all phone calls regarding pupils on Schoolpod.
- Prepare rooms for meetings and provide refreshments for visitors.

- Maintain the online school calendar and room booking system. To make sure there are no clashes in the calendar and to have a good overview of what meetings are taking place during each school day.
- Contribute to the development of administrative systems and procedures.
- Take minutes of meetings as requested.
- Order office supplies as needed.
- Shredding sensitive documents.
- Ensure that the reception area/office is kept smart and tidy.
- Provide support with school event invitations and support with the planning of school events – these events may sometimes take place beyond usual working hours.
- Keep staff and pupil emergency information up to date.
- Provide other routine administrative support reasonably requested by the Office Manager.

## **Person Specification**

Quorn Hall School is committed to safeguarding and promoting the welfare of children. This post is exempt from the Rehabilitation of Offenders Act 1974.

I understand that if I am shortlisted for this role I will be required to obtain an Enhanced Disclosure & Barring Service Check (DBS) and complete a self disclosure for cautions and convictions. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information.

## **Essential Qualifications, Skills and Experience**

- GCSE English and Maths (A\*-C), Adult Literacy & Numeracy Level 2 equivalent or NVQ Level 2 or equivalent in a relevant knowledge area.
- At least 2 years of recent administrative and reception desk experience within a school environment.
- Customer service and/or front of house experience with the ability to use discretion and patience along with a respect for confidentiality.
- Excellent ICT skills (Google and Microsoft).
- Excellent communication skills.
- Excellent organisation skills and the ability to prioritise workload.
- Willingness to work as a member of a team and make a positive contribution to the team's effectiveness.
- The ability to work independently, follow instructions accurately and make sound judgements when required.
- Adaptable in what can be an extremely busy environment.

- An understanding of and commitment to equal opportunities in its widest sense and a commitment to inclusive education.
- The ability to form and maintain appropriate professional relationships and personal boundaries with colleagues, children and young people.
- The ability to form and maintain appropriate professional relationships and personal boundaries with parents/carers, external agencies, local authorities and other stakeholders.
- Emotional resilience.
- An interest in supporting the needs of the most vulnerable children and young people in society – including those with mental health difficulties.

### **Desirable**

- ICT qualifications
- Administrative qualifications
- Experience with Special Educational Needs, specifically SEMH and/or Autism

*This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school/service as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed.*

*Quorn Hall School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.*