BURNTWOOD

AN ACADEMY FOR GIRLS

Principal: Mrs Helen Shorrock BSc PGCE

Burntwood Lane, London, SW17 0AQ

Tel: 020 8946 6201

Email: info@burntwoodschool.com

Website: www.burntwoodschool.com

Roll: 1,665 (Sixth Form 451)

**Recruitment Pack**

**Join us**

**Receptionist & Administrative Assistant**

Closing date: Friday 29 September 2023, 1pm

Start Date: October 2023

‘The best education today, for the women of tomorrow.’

**Job Advertisement**

**Role: Receptionist & Administrative Assistant**

Full time/Part time: Full Time, All Year Round

Working Hours: 40 hrs per week, 07:30 to 16:30, Mon - Fri

Salary Grade: Inner London NJC Scale 2, SP4 (currently £25,776 per annum)

Reporting to: HR & Office Manager

**Commencing: October 2023**

Applications are invited for a reliable, experienced and highly-organised Receptionist & Administrative Assistant to be responsible for the reception area of our large 11-18 comprehensive school for girls, and its function as the first point of contact for visitors. In addition to experience gained in a busy reception role, previous experience of working in a secondary school will be advantageous.

Burntwood is a popular, highly successful, multi-cultural school. We put equality, safeguarding and inclusion at the heart of our ethos. Burntwood has a strong corporate identity characterised by our firm commitment to the UNICEF Convention on the Rights of the Child. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share this commitment. The successful applicant will be subject to pre-employment checks including an enhanced DBS check.

If this role is of interest to you, please download the Applicant Info Pack for full details of the job responsibilities and person specification. This will be helpful for you when completing your application, and throughout the recruitment process. An application pack is also available on our website: <https://www.burntwoodschool.com/staff/current-vacancies/>. Should you require any other details please contact our HR team at [recruitment@burntwoodschool.com](mailto:recruitment@burntwoodschool.com)

**How to apply**

**To apply for this role, please select 'QUICK APPLY' on the TES recruitment website:** [**https://www.tes.com/jobs/vacancy/-1916863**](https://www.tes.com/jobs/vacancy/-1916863) **to complete and submit an application. CVs or any other form of application will not be accepted.**

Should you require any other details please contact our HR team at [recruitment@burntwoodschool.com](mailto:recruitment@burntwoodschool.com)

Closing date for applications is **Friday 29 September 2023** at **1pm.**

The interview date is to be confirmed.

**School Information**

**About Burntwood – An Academy for Girls**

Click [**HERE**](https://www.burntwoodschool.com/Information/Burntwood-Sc-Video/) to view our school video.

Thank you for your interest in working at Burntwood. We hope that the information provided here and on [our website](https://www.burntwoodschool.com) will help you with your application and give you a flavour of our school.

Burntwood is a highly successful academy for girls. We are an 11-19 comprehensive school with 1,665 students, of whom 451 are in our mixed Sixth Form. The majority of our students progress to our Sixth Form and the vast majority then on to university and higher education.

Burntwood was rated as “Good” by OFSTED at our last Inspection in January 2020 and we are very proud to be one of only two secondary schools in London (and one of only 16 secondary schools in the United Kingdom) to have been awarded the highest level of the UNICEF Rights Respecting School Award: Level 2. We also have Artsmark Gold, Sportsmark and Healthy Schools status as well as SMSC Quality Mark and International Schools Mark.

We work in partnership with a number of higher education providers, local schools, and other educational bodies to enable our staff to access a range of different learning opportunities. In recognition of the quality of our professional development we have been awarded the Professional Development Platinum Mark by UCL (Institution of Education).

At Burntwood, staff work in a harmonious atmosphere with students who get on well together and happily respect each other’s cultural backgrounds. They openly acknowledge and celebrate their different abilities and talents. Students enjoy a wide range of extra-curricular activities including choir, orchestra, shows and sporting activities.

Burntwood School was rebuilt in 2015 and the quality of the design of the School led to it winning the prestigious Stirling Prize for 2015. We are proud of our new state of the art learning environment which is fully equipped to enable us to continue to deliver an excellent education and broad and balanced curriculum to our students and the wider community.

As a member of Burntwood staff, you would join a team of dynamic and committed professionals who work to develop enquiring, informed and resilient students who are able to meet the demands of a rapidly changing world.

**Person Specification**

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The person specification below outlines the key knowledge, experience, skills and qualities required for this position. Candidates will be expected to demonstrate knowledge and understanding of each area and to show evidence of having applied (or an awareness of how to apply) this knowledge and understanding in the school context. The selection panel will assess each candidate against the below criteria listed.

|  |  |  |  |
| --- | --- | --- | --- |
| **Experience & Knowledge** | | **E** | **D** |
| 1 | Experience of working in a busy reception area and of working in a school environment is required, preferably with some knowledge of school data systems | x |  |
| 2 | Punctuality, reliability and ability to maintain a high level of confidentiality is essential | x |  |
| 3 | Ability to communicate positively and effectively at all levels with excellent written and spoken English | x |  |
| 4 | Ability to effectively multi-task, work to tight deadlines and prioritise workload in a busy environment, paying attention to detail | x |  |
| 5 | Ability to be an effective team member using initiative, being proactive and having a flexible approach to work | x |  |
| 6 | Ability to understand and take full account of visitor needs | x |  |
| **IT Knowledge** | | | |
| 7 | Advanced knowledge of the Microsoft Office Suite, specifically Word and Excel is an essential requirement of the role |  | x |
| **Behavioural Competencies** | | | |
| 8 | Excellent analytical and multi-dimensional communication skills | x |  |
| 9 | To have a strong understanding of the Academy: its culture, climate and values | x |  |
| 10 | To act in accordance with authority, organisational standards, needs and goals of the Academy | x |  |
| 11 | Ability to dress, in accordance, to the standards expected by the Academy in a professional Reception function | x |  |
| 12 | Ability to be flexible and to provide cover at short notice is an essential | x |  |
| 13 | Strategic approach, ability to see the ‘big picture’ and also think ‘outside of the box’ | x |  |
| 14 | Ability to meet deadlines ensuring output consistently is of an exemplary standard | x |  |
| 15 | Must have the upmost integrity as well as high levels of motivation and commitment | x |  |
| 16 | Proactive approach and efficient time management and prioritisation skills | x |  |
| 17 | Genuine interest and passion for the education of young people and the ability to contribute more widely to the life and community of the Trust | X |  |
| 18 | Undertake training as required to fulfil the requirements of the role | x |  |
| 19 | Support the federation through your actions, communications & attitude, adjusting performance & practice in accordance with initiatives and findings | x |  |
| 20 | Play an active role in the safeguarding of students, adults & stakeholders | x |  |
| **Qualities** | | | |
| 21 | To maintain a personal commitment to professional development linked to the competencies necessary to deliver the needs of the role | x |  |
| 22 | To practice equal opportunities in all areas of the role and work | x |  |

E = Essential D = Desirable

**Job Description**

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**The Central Administration Services (CAS) Department**

The Central Administration Services (CAS) department consists of a group of front-line office staff working together to the delivering of high standards of customer services and administrative duties at Burntwood School. They work under the direct supervision of the HR & Office Manager in a vibrant and busy front office environment.

**Job Summary**

The successful candidate will play a key part in supporting the smooth running of the reception desk. They will assist the CAS team at which currently comprises of the clerical officer, attendance officer, student welfare officer administrator and examinations officer. This role will undertake a range of administrative duties.

This is a key post ensuring support in promoting the vision, ethos, culture and policies of the School. The successful applicant will be well organised, personable and motivated.

You will have experience of working in a dynamic and challenging reception/administrative environment, preferably within a secondary school, with the ability to handle sensitive and confidential information. You will have excellent administrative and organisational skills. You will be flexible and able to adapt to the changing needs of the School.

The post holder’s key responsibilities are, but not limited to:

**Main Duties and Responsibilities**

1. To staff the school reception area and supervise the student receptionists.
2. Welcome on-site visitors, determine the (sometimes complex) nature of their business, and announce visitors to appropriate personnel.
3. Issue visitors with passes when required.
4. Answer incoming telephone calls, determine the purpose of calls, and forward calls to appropriate personnel or department.
5. Assist with the processing of incoming mail, email and acting as necessary on own initiative whenever possible. Receiving deliveries and handling returns.
6. Assist with arranging meetings and booking meeting rooms.
7. Control access to the school grounds using a remote-controlled gate system.
8. Be responsible for keeping the reception area and office environs clean and tidy, at all times.
9. Assist with the franking of outgoing mail to ensure it is ready for collection by the prescribed time.
10. Assist with the general tasks of the main school office as required.
11. Assist in the evacuation of the school, in cases of emergency and ensure all visitors are accounted for.
12. Any other duties appropriate to the role of a receptionist, including some administration and any other duties requested by the Principal, the Academy CFO (Assistant Principal) or HR & Office Manager.
13. In all dealings and at all times ensure complete confidentiality.
14. During the school holidays, other responsibilities may be covered by the postholder.
15. To be responsible for the creating and updating of the academy telephone list, every term.
16. To assist students/parents and related items such as collating absence and lateness reports, updating registers, and relaying messages. The ability to work effectively using the academy’s SIMs (school data base) system.
17. The ability to carry out a range of other administrative duties, filing, photocopying, typing etc.
18. Post – deliver/send and maintain the school’s pigeon hole system.
19. To be responsible for keeping the reception area tidy.
20. To make full and appropriate use of the ICT at the school and develop computer aided administration which supports the work of the school.
21. To establish and maintain good relationships with students, parents/carers, colleagues, contractors and other professionals.
22. In liaison with the HR & Office Manager review existing standards and procedures while implementing new best practices to ensure a seamless delivery of Front of House Services.
23. To evaluate and improve your own practice, which may lead to improvements in the day-to –day running of the school and take responsibility for personal professional development.
24. To maintain professional portfolio of evidence to support the Performance Management process.
25. To support the sending of text messages to parents as required.
26. To perform other duties, including covering the essential work of absent CAS colleagues commensurate with the grading of the post, as directed by the Line Manager.
27. To attend training sessions and meetings as required.
28. To be flexible within the broad remit of the post.
29. Deal with confidential data, material and issues appropriately.
30. Maintain accurate records and filing systems.
31. Other duties as reasonably requested by the Principal

**Safeguarding**

* Be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the role within the organisation.
* Be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the role.
* Ensure that the Safeguarding Team, particularly the Designated Safeguarding Lead, is made aware and kept fully informed of any concerns in relation to safeguarding and/or child protection.

**Data Protection**

When working with computerised systems to be completely aware of responsibilities at all times under the Data Protection Act 2018 for the security, accuracy, and significance of personal data held on such systems. Be mindful of how data is handled and seek consent and guidance from line managers or designated leads before sharing or storing confidential information.

**Equal Opportunities**

Actively support the School Equality Policies. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

**Health and Safety**

Employees are required to work in compliance with the school’s health & safety policies and under the Health & Safety at Work Act, ensuring the safety of all parties they come into contact in premises or sites controlled by the school.

**Safer Recruitment**

The school is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Appointment is subject to an enhanced Disclosure and Barring Service (DBS) check and satisfactory references. In line with [Keeping Children Safe in Education (KCSIE)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1101454/Keeping_children_safe_in_education_2022.pdf), the school may consider carrying out an online search as part of due diligence on shortlisted candidates, in order to identify any safeguarding or suitability issues.

**Additional Information**

The main duties and responsibilities indicated are subject to the general duties and responsibilities contained in the written statement of particulars of employment (the contract of employment). Other duties of an appropriate level and nature may also be required, as directed by the Principal and the nominated Senior Team link. Please note that the post holder may be required to work outside of normal school working hours for school events, meetings and emergencies. The job description may be reviewed annually in the light of those changing requirements and in consultation with the post holder and Principal.

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I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me (to be signed if appointed).

Print name:

Sign:

Date: