







## RECEPTIONIST

**Required September 2023 or before**

**Permanent, 45 hours per week, term time only plus 15 days**

**£23,366pa / £12.36ph**

### The position

Saint Nicholas School is seeking to appoint an organised and proactive Receptionist with excellent interpersonal skills on a permanent contract for a September 2023 start. Reporting to the Bursar, the post holder will be an excellent communicator, be organised and enthusiastic and have the ability to establish and maintain good professional relationships with students, parents and colleagues. This is a varied and fulfilling role, working alongside the school secretary providing a welcoming and informative environment for visitors and all members of the school community. As part of this team, you will also be responsible for the medical room and will provide level 1 first aid to students and staff (training provided).

### The successful applicant

The successful candidate will have previous experience of a front facing or similar role, be professional in appearance and have excellent communications and organisational skills, self-motivation, and attention to detail. Excellent IT skills and a high level of consistency, accuracy and discretion are key.

The role is permanent, term time only plus 15 days worked in school holidays, 45 hours per week 9am to 6pm, including lunch break, Monday to Friday. Actual salary for the position is £23,366 (Scale point NA22). Flexibility on hours may be discussed at interview.

We offer a wide range of benefits to school staff including training and development opportunities, up to 50% fee reduction for children of staff (after completing one year), contributory pension, occupational health scheme, great career opportunities and free lunches (during term time).

### Closing date for applications – Friday 1<sup>st</sup> September 2023

Interviews to be held late week commencing 4<sup>th</sup> September 2023

All applications must be made on our official application form, which can be downloaded from the school's vacancies page: <https://www.saintnicholasschool.net/contact-us/staff-vacancies/>

Please return your completed application to Davina Marshall, HR Manager at [d.marshall@saintnicholasschool.net](mailto:d.marshall@saintnicholasschool.net)

### School's history & background

Saint Nicholas School was founded in 1939 with a total roll of 7 pupils. By 1977, the pupil roll had increased to 140 and at this time the school moved from its modest premises in Mill Street, Churchgate Street, to the current location at Hillingdon House. Today, Saint Nicholas is a thriving independent coeducational day school catering for approximately 500 pupils aged from 2 ½ to 16, with a fabulous nursery for babies from 3 months of age.

The school is situated in delightful gardens and grounds which extend to more than 14 acres. Pupils in the nursery, pre-school, lower, middle and upper school are each housed in their own area, within close proximity of each other, enabling good access to shared facilities. The School is very well equipped with specialist classrooms, science laboratories, technology areas, ICT rooms, and libraries. Sports facilities include extensive playing fields, tennis courts, a heated swimming pool, a sports hall and state-of-the-art theatre.

The school is located close to London and Cambridge with direct train access to both, as well as being a short drive from Stansted Airport and the London Underground via Epping. You can find more about the school by



visiting our website <https://www.saintnicholasschool.net/>

## **ROLE RESPONSIBILITIES**

The purpose of the role is to ensure that an efficient, effective and professional reception and administrative service is provided to pupils, staff, parents and visitors.

This list is not exhaustive and you may be required to undertake other responsibilities and training as requested by your line manager.

### **Key Responsibilities**

- To act as a point of contact for all school enquiries either by telephone, email or face to face and contribute to the smooth running of the school reception
- To provide high quality administrative support to school staff
- To liaise, with tact and diplomacy with all school staff, parents, professional associations and the local community generally acting as an ambassador for the school in all matters
- To be reasonably flexible in working arrangements and the allocation of duties in pursuance of raising pupil achievement and effective team working
- To be aware of and comply with school policies and procedures relating, to safeguarding, health and safety, security, confidentiality and data protection

### **Receptionist duties**

- Welcome and attend to visitors in a professional manner at all times
- Screen telephone cold callers, dealing appropriately to avoid time wasting
- Respond accordingly to parent queries – deciding what action needs to be taken and by whom
- Ensure that the reception area is kept tidy and free of hazards, including deliveries.
- Ensure that all visitors sign in, take copies of ID, issue passes and maintain staff/pupil registers.
- Requisition staff identity badges including peripatetic staff and regular approved visitors such as governors
- Provide administration support for all Sports Fixtures including Sports Day
- Act as central contact for the caretakers
- Frank daily the mail and ensure it is dropped off at the Post Office
- Provide basic first aid assistance

### **Absences**

- Ensure the online registration system is kept up to date and the ipad ready in case of a fire alarm.
- Be the main contact when parents notify of a pupils' absence
- Be the main contact for parents when collecting sick pupils.

### **Administration**

- Supporting with admissions/ leaver administration including liaising with previous schools for paperwork including SEN and child protection information, and liaising with future school to ensure pupil is on roll and all relevant paperwork has been received
- Responsible for the day-to-day academic requisitions via engage and any other day-to-day requisitions including creating purchase orders, ordering, confirmations and matching invoices including any trouble shooting
- Process all order and paperwork for requisitions and purchase orders
- Responsible for the annual requisition of exercise books
- Oversee and manage the booking system for the school minibuses and organise external hire as required



- Provide administrative support to meetings and events such as the Senior Citizens' Christmas Party and Friends of Saint Nicholas events
- Support the Headmaster and Bursar in the administration of Speech Day including organising prizes, ensuring cups and shields are available and engraved
- Ensure the signwriter update all roles of honour annually or as needed
- Working with the school secretary, provide administrative support to the Deputy Head Academic for the implementation of Parents' Evenings
- Liaise with the Deputy Head Academic regarding the printing of teachers' planners annually
- Any typing and administrative task required by academic staff e.g letters to parents etc, when agreed by your line manager.
- Support the school secretary in the production of high-quality school publications to include: departmental handbooks, options booklet in agreement with your line manager
- Any reasonable general administrative tasks as and when required by your line manager, including photocopying etc.

### General

- To contribute to organisational effectiveness through positive team working
- To act as an ambassador for the school
- To participate in staff training, organisation/team meetings and events, as required.
- To comply with the organisation's health and safety, confidentiality, data protection and other policies.
- Good understanding and familiarity of administration in an education setting.
- Excellent interpersonal skills; the ability to communicate effectively with a variety of people.
- High level of professionalism and integrity
- The ability to hold confidences and work with a high level of confidentiality.
- The capacity to remain calm and to cope with the unexpected

### Attitude

- Confident, positive and flexible attitude
- An enthusiastic team player
- Pro-active approach and prepared to get involved.
- Understanding of the ethos of Saint Nicholas School

### KEY QUALIFICATIONS, SKILLS & EXPERIENCE

- Experience of working in Reception / use of switchboard
- High level of competency with Microsoft Word, Excel spreadsheets and software. Google docs and Google Mail.
- Effective written and verbal communication skills – ability to compose letters with fluency
- Ability to work on own initiative and be decisive
- Excellent organisational and planning skills
- Ability to relate to all personnel within the school environment
- The successful candidate is likely to be educated to at least A level, particularly in English.
- Full computer literacy – Microsoft Office: Word, Excel, Publisher and Internet.

We would love to hear from you if you are looking to join a supportive and enthusiastic team in beautiful rural surroundings. We respect the hard work and commitment demonstrated by everyone at Saint Nicholas School and we are proud of the caring and mutually supportive atmosphere.

### SAFEGUARDING

Saint Nicholas School is fully committed to safeguarding and promoting the welfare of children, young people and other vulnerable groups and expects all staff, parents and volunteers to share this commitment. All staff and volunteers,



where appropriate, will be required to complete our safer recruitment checks including qualifications; references; enhanced DBS and barred list; proof of identity; right to work in the UK; overseas, EEA and prohibition checks. New employees will be required to submit a Staff Self Declaration form (referring to disqualification under the Childcare Act 2006 as amended in 2018).

## **EQUALITY AND DIVERSITY**

Saint Nicholas School aims to employ staff who are best qualified for the post and does not discriminate on the grounds of race, colour, nationality, ethnic or national origin, religion or religious belief, sexual orientation, marital or civil partnership status, disability or age.

As a result of the Asylum and Immigration Act 1996, employers now have to verify that new recruits who are not British nationals are eligible to work in this country. Therefore, any applicant who is offered an interview will be asked to provide official documentation to verify their ID, address and right to work in the UK. It is also normal practice for the School to ask for original qualifications and professional membership documents to be presented as detailed on the application form.