

# The South Wolds Academy and Sixth Form



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## *Receptionist and Clerical Officer Application Pack*

*June 2022*

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June 2022

Dear Applicant

**Receptionist and Clerical Assistant**

Thank you for your interest in this post. Further details of the post can be found in this booklet and an application form is available on the East Midlands Education Trust website for your information

The South Wolds Academy is a popular, high-attaining 11-18 school. Our main aim is to enable every student to achieve their academic and social potential. We strive to achieve outstanding attainment and care, guidance and support, underpinned by a strong programme of enrichment that prepares our students for the rest of their lives. In December 2019 OFSTED judged us to be a good school with many outstanding features and the most recent report can be found on our website. We are regularly one of the 10 highest performing schools in Nottinghamshire and our "culture of high achievement is prevalent in all that we do.

At the centre of our improvements are outstanding staff who are committed to taking every possible step to enable our students to enjoy and succeed. If you are successful in your application for this post then you can rest assured that we will be absolutely committed to your professional development, work-life balance, and career aspirations. Governors, senior leaders and I are committed to enabling all staff to fulfil their roles successfully, to flourish professionally and prepare for the next stage of their career.

Perhaps our school is best summed up by OFSTED who reported that "pupils achieve well within a culture of high ambition" and "teachers have high expectations of what pupils can achieve". We are looking for someone who can make a major contribution to our great school and further enhance our students' experience.

We would urge all candidates to explore the school website [www.southwolds.co.uk](http://www.southwolds.co.uk) to find out more about our great school and students. Alternatively you can follow us on twitter (@SouthWolds) or Facebook for an easier way of staying in touch.

South Wolds is an exciting place to work – a place where staff and students do have a smile on their faces. We would be delighted to hear from you if you decide to apply for this post. Please complete an application form and statement (no more than two sides of A4 in Calibri 11) explaining:

- How your training and experience to date have prepared for you this post;
- What difference you will make to the students if you are appointed; and
- Why we should appoint you to this post.

This statement should be completed instead of answering question 6 on the application form.

We look forward to hearing from you. The closing date for applications is 9.00 am on Monday 27<sup>th</sup> June 2022. If you have any queries then please contact Jo Eggleton by phone or email [jeggleton@southwolds.notts.sch.uk](mailto:jeggleton@southwolds.notts.sch.uk)

Yours sincerely

Halina Angus  
Head Teacher

## **Administration and Reception Team**

The Administration and Reception team is located in the front office of the school. You would be joining a fast paced, busy office environment where no two days are ever the same. The office team consists of the Office Manager, Office Administrator, Finance and Lettings Administrator and the Receptionist.

The team is a critical part in the functioning of the whole school. We work with every member of staff employed at the school and are the first point of contact for pupils, parents, visitors and stakeholders. Although we all have separate responsibilities within the office, we pride ourselves on working together as a team to create a friendly and welcoming office and reception.

## Job Description



<b>1. Title of Post:</b>	Receptionist & Clerical Assistant
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<b>2. Accountable and Responsible to:</b>	Office Manager
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<b>3. Grade:</b>	Scale 2
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<b>4. Main Purpose of the Job:</b>	
1.	The post holder will be responsible for providing reception and clerical services to the academy as part of the Reception Team and will be based in the main reception.

<b>5. Main Responsibilities of the Job:</b>	
<b>Reception:</b>	
1.	Running the reception area signing students and visitors in and out and issuing visitors with the appropriate level of security pass. Dealing with parent queries, distributing personal items and messages to pupils and taking telephone messages from parents for the relevant staff across the academy.
2.	Undertaking full post room duties, including receiving postal deliveries and notifying the addressee of its arrival.
3.	Maintaining the visitor waiting area to a high standard ensuring a professional standard at all times including replenishing the signing in and out sheets daily, emptying the reception box and maintaining displays and publicity materials.
4.	Ensuring visitor evacuation lists are produced and distributed when required.
5.	Responsibility for lost property, monitoring of confiscated items from students and returning them to the pupils at the end of the day.
6.	Logging of confiscated mobile phones, ensuring their safe keeping and return to pupils.
7.	Ensure staff pigeon holes are updated and maintained in the staff room at all times.
<b>Clerical:</b>	
1.	Assist with the Inputting of Year 7 data on to SIMS as required under the direction of the Office Manager.
2.	Updating and maintaining the school website calendar under the direction of the Office Manager.

3.	Maintaining an up to date database with regard to free school meals.
4.	Arranging transport and taxis for students and liaising with the Finance and Lettings Administrator regarding authorisation of invoices.
5.	Coordination of student immunisations, working closely with the Pupil Support Assistant.
6.	Maintain school media accounts (Facebook, Twitter, Instagram and forwarding parent communication as appropriate with direction from the Office Manager.
7.	Maintain and update the plasma screen on a daily basis.
8.	Under the supervision of the Office Manager responsible for monitoring the Schoolcomms and Office e-mail accounts, forwarding e-mails to the appropriate person.
9.	Distribution of rewards to students and provide admin support for rewards issued.
10.	Issue Student Notices on a daily basis.
11.	To support with the Admin@ e-mail account under the close supervision of the Office Manager.
<b>General:</b>	
1.	Adhering to the behaviour management policy when dealing with pupils.
2.	Being aware of GDPR and other legislation to ensure the confidentiality of records and information is maintained.
3.	Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.
<b>Shared Responsibilities of the Job:</b>	
1.	To work as part of the Main Office and Student Support Team ensuring that all duties are covered at peak times.
2.	To be present in school for the examination results days during the summer holidays.
3.	Answering telephone queries, ensuring the appropriate directing of calls and relaying telephone messages.

<b>Person Specification</b>	<b>Essential</b>	<b>Desirable</b>
GCSE A – C (or equivalent) in English and Maths	Yes	
Awareness of child protection and safeguarding policies	Yes	
Excellent communication skills, both written and oral	Yes	
The ability to work calmly when under pressure	Yes	
Good computer skills (Word, Excel, Powerpoint, Email and Internet use)	Yes	
The ability to prioritise and manage your own workload using initiative and independence.	Yes	
The ability to maintain confidentiality	Yes	
Awareness of GDPR	Yes	
The ability to work alone or as part of a team	Yes	
Experience of working in a school / college environment		Yes
Familiarity with Sims.net school software		Yes

The South Wolds Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to support the school in the delivery of this.

All staff must have the right to work in the UK and will be subject to a DBS check prior to taking up appointment.