



**North East
Learning Trust**

Receptionist
Hermitage Academy
Applicant information pack

Receptionist

Required December 2022

Term Time only plus 2 days

Salary Grade 2, SCP4-SCP6

£21,189-£21,968 (FTE) £18,408-£19,085 (Actual)

Hermitage Academy is a part of the North East Learning Trust and are seeking to appoint a Receptionist to join our dedicated team.

This appointment will be based in Hermitage Academy where we have an exciting opportunity for you to join a school that has undergone real change and is on a strong, upward trajectory.

Hermitage Academy is a mixed 11-16 comprehensive school with a rapidly growing sixth form with over 1000 students from Chester-le-Street and the surrounding areas.

Our vision is simple and is shared by all schools across the North East Learning Trust family. It is that every child experiences excellence every day.

We are committed to:

- A vibrant learning community with enthusiastic and engaging students
- A positive and caring ethos
- An excellent learning environment and resources
- A team of hardworking, dedicated and friendly staff where everyone is valued
- A supportive and effective governing body

We offer:

- National Terms and Conditions of Employment (NJC Green Book)
- Local Government Pension Scheme
- 31 days annual leave entitlement (whole year staff only)
- Employee Assistance Programme providing free confidential advice and counselling service 24/7 365 days per year

The successful candidate will:

- Hold GCSE (or equivalent) qualifications in English and mathematics;
- Have experience of Reception/Administration roles;
- Have excellent IT and communication skills;
- Be proactive and self-motivated and be able to work as part of a busy team;
- Have a flexible approach to work.

Deadline:

The closing date for applications is 12pm on Monday 28th November 2022.
Interviews will take place in the week commencing 28th November 2022.

How to apply:

Application packs can be downloaded from our website.

Letters of application should be no more than two sides of A4 and should be returned with application forms to samatha.lish@hermitageacademy.co.uk or by post to Samantha Lish, Support Services Manager, Hermitage Academy, Waldrige Lane, Chester-le-Street, DH2 3AD. Please do not submit a CV unless it is to complement your application form.

Job description

Post title:	Receptionist
Responsible to:	Head of School/Support Services Manager
Responsible for:	Providing an efficient, courteous, and professional reception service
Salary Band:	Salary grade 2, SCP4-SCP6

Job Purpose:

To be responsible for providing an efficient, courteous and professional reception service within the school while maintaining confidentiality at all times.

Duties and Responsibilities:

- To act as first point of contact and deal efficiently with all reception matters involving visitors, parents, carers, students and staff.
- To carry out a wide range of reception duties, including administration, following office procedures.
- To answer telephone calls and manage enquiries in a professional, calm and efficient manner
- To monitor security and safety and ensure that visitors are managed appropriately.
- To assist with student welfare including the administration of first aid and medication in line with school policies.
- To monitor and manage incoming and outgoing mail and emails.
- To maintain manual and computerised office records, as required.
- To comply with data protection regulations at all times while always maintaining confidentiality.
- To maintain an up-to-date knowledge of safeguarding processes and school reporting procedures.

General

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Health and Safety:

It is the responsibility of individual employees at every level to take care of their own health and safety and that of

others who may be affected by their acts at work. This includes co-operating with the Trust and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards. Specifically:

- To report any incidents/accidents and near misses to your line manager
- To ensure own safety and safety of all others who may be affected by the Trust's business

Safeguarding

The Trust has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its students, each student's welfare is of paramount importance to us, and you are expected to share this commitment. All staff will fully comply with the Trust's policies and procedures, attend appropriate training, inform the

Designated Person of any concerns, record any potential safeguarding incidents appropriately.

Person specification

	Essential	Desirable
Education/training	<ul style="list-style-type: none"> GCSE qualifications or equivalent, including English and mathematics at grades A*-C or 4 – 9. 	<ul style="list-style-type: none"> Any other relevant qualifications Good computing and IT skills First aid certificate or experience and a willingness to be part of the school's First Aid team
Experience	<ul style="list-style-type: none"> Experience of working in an office/administrative environment. Knowledge of SIMS / Microsoft Office 365. Previous experience of dealing with the public. 	<ul style="list-style-type: none"> Previous experience of working in a school environment.
Attitude and skills	<ul style="list-style-type: none"> ICT literate. Well-developed and competent communication skills. Excellent organisation skills. Ability to interact and work productively with students, staff, parents/carers and outside agencies. 	<ul style="list-style-type: none"> Ability to prioritise based on need and situations. Self-motivation to do well and work part of a highly effective team.
Personal qualities	<ul style="list-style-type: none"> To always display a professional and approachable attitude. The ability to be flexible and adapt to changing circumstances. Demonstrate calmness and sensitivity to work and adapt to situations in a busy office environment. To work as part of a team and a wider school environment. 	

References:

References will be requested prior to interview, except for non-teaching roles where there are exceptional circumstances, and the applicant does not give consent to do so on the application form.

DBS:

North East Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

An application for a DBS certificate will be submitted for all candidates once they have been offered the position. For posts in regulated activity, the DBS check will include a barred list check. During the recruitment process, any offences, or other matters relevant to the position will be considered on a case-by-case basis.

Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

Pre-occupational health:

Pre-occupational health check is an essential part of the selection and recruitment process to assess if any reasonable adjustments are required.

Equal opportunities:

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community.

Applicants with disabilities will be granted an interview if the essential job criteria are met.