School Receptionist

SCP3-4 (£15,404 - £15,712)

37 hours a week, 8.30am-4.30pm (4pm Friday)

Term time only + five days by arrangement

To commence ideally 1 September 2020

NEWPORT GIRLS’ HIGH SCHOOL

An outstanding grammar school for girls
Thank you for downloading information about the post of Receptionist for September 2020. This is a crucial role for the School and you will be the ‘face of NGHS’ as you welcome visitors each day to our site as well as managing a myriad of pupil, staff and parent requests in a friendly, supportive environment!

This job is a unique opportunity to join and contribute to the ongoing success of an outstanding selective girls school and the 2020 West Midlands Secondary School of the Year. At NGHS, staff can work without being concerned about unruly discipline. This reward is offset against the challenge of inquisitive girls who want to learn and who politely question to further their own knowledge.

I joined NGHS as Head in January 2018 and consider it a true privilege to lead our wonderful school, which focuses not only on ensuring students achieve their best, but also on providing opportunities to excel outside the classroom. Each week’s diary is full of opportunity and the weekly school newsletter, ‘Newport News’ (available on our website) will give you a flavour of the sorts of projects that our students and staff are involved in. From a plethora of trips to local and far-flung destinations to participation in the Duke of Edinburgh Awards Scheme to maths challenges at local, regional and national level and sporting achievements galore, there is a clear desire among students and staff to work hard and to make the most of every opportunity offered to the School.

Our new school building opened in 2018 as a result of our fundraising campaign ‘inspiring minds’. Thanks to donations from families of NGHS students and an academies fund bid, our sixth formers now have a state-of-the-art building and space to work. With an additional six classrooms, reception and office space, the school can breathe again, having been crammed into a building which we had long outgrown. Students from all years benefit from this. NGHS is due to expand further in 2021 with a fourth form of entry and a classroom block and new dining hall will be built.

Professionally, staff are supported and led by talented middle leaders and there is a strong sense of community in the staff room with social events planned throughout the year. Support staff are equally as part of the team as teaching staff at NGHS! The small SLT have an open-door policy and welcome staff views on areas for development across the school. Wellbeing and workload are taken very seriously at NGHS and I have developed a Wellbeing Charter which you will find in this pack.

As a small school, there is a real sense of everyone working together when it comes to organising events and supporting house competitions. Our house system is a key feature of our school and fierce (but also friendly!) rivalry is seen at house competitions. Regular attendance monitoring leads to rewards for forms with the greatest number of students hitting our ambitious attendance target of 97%. Support staff are encouraged to get involved in the wider life of the school, too.

Our curriculum is unashamedly academic with a three year KS4 programme. This means that there is time to enjoy learning at KS4 and not to be examination focussed at all times. In our Sixth Form, we offer a range of facilitating and practical subjects and our results demonstrate the commitment of both students and staff to enabling girls to achieve their full potential. Students from other schools join NGHS in Year 12 and thrive. Alongside the academic life of the school is a well resourced pastoral provision. A recent, well-represented parental survey demonstrated that 100% of parents feel that their child is safe at NGHS and our dedicated pastoral and safeguarding teams ensure that students’ emotional wellbeing is at the forefront of all that we do at NGHS.

Ofsted visited NGHS in October 2019 under the new framework. The school was judged to remain outstanding (in spite of the KS4 curriculum described above) and inspectors reported correctly on the buzz for learning which exudes at NGHS and the students’ views that NGHS is like a large family. You can read the report on our website, and I would encourage you to do so as the inspection team (which included a Senior HMI for the Midlands) managed to capture a lot about the school in the short time they were here.

This information pack will hopefully equip you with the resources necessary to make a decision about applying for this post. I sincerely hope that you will apply. I know how much time it takes to complete an application and thank you in advance for ensuring that it is with us by the deadline.

With very best wishes,

Michael J Scott
Headteacher
June 2020
Job Description - School Receptionist

**RECEPTION**

- To act as first point of contact within the school by telephone, email or face-to-face and contribute to the smooth running of the school by:
  i. Filtering enquiries and dealing with them as appropriate
  ii. Taking and passing messages to appropriate staff
  iii. Welcoming a wide range of people including official visitors, parents, governors, contractors, staff and children.
- To issue passes and oversee signing in/out procedures for visitors and students who are late
- To follow safeguarding procedures when allowing access to the site and checking DBS records of visitors, including liaising with the HR manager.
- To ensure that the Reception area is kept tidy, informative and welcoming to visitors, pupils and staff at all times.
- To arrange hospitality for visitors (e.g. organising refreshments, lunches, accommodation) and escorting visitors when necessary owing to safeguarding protocols
- To help to organise tours of the school for prospective pupils and parents
- To be responsible for sorting and distributing incoming mail, sending out-going post and receiving other deliveries including liaising with the caretaker team
- To manage the franking machine and ensure it is kept topped up, liaising with the Finance Office as necessary.
- To manage the security of any confiscated pupil items in line with the school’s behaviour policy.
- To liaise with pastoral staff and parents if pupils become unwell in school and provide first aid support as necessary.
- To undertake designated duties during emergency evacuations and to ensure the evacuation wallet is kept up-to-date with accurate pupil and staff lists.

**Administration**

- To provide general administrative support to the Headteacher on a daily basis
- To provide general administrative support to other senior staff as required
- To maintain manual and computerised records accurately using our database systems.
- To produce lists, information and data as required by efficiently using our database systems
- To undertake word processing and other IT tasks such as designing tickets, publications, labels etc.
- To take notes at meetings and liaise with relevant parties accordingly
- To monitor the central email account throughout the day, referring items onto staff as necessary
- To send the Headteacher’s newsletter ‘Newport News’ to parents each Friday
- To maintain a log of parents who cannot receive email correspondence and ensure paper copies are posted as necessary
- To manage the administration of Parents Evenings
- To assist with the running of school events.

**Attendance Monitoring**

- To be responsible for checking the morning and afternoon attendance on a daily basis and following up any unexplained absences promptly. This includes making phone calls to parents as necessary to check on attendance.
- To ensure that all pupils who are leaving the site during the day sign out/in as required.
- To make enquiries of any students signing in/out on the Inventory system and to check that any absences have been previously approved.
- To process Leave of Absence forms on a daily basis, liaising with the Headteacher and Head of Sixth Form as necessary before recording any absences in the SIMS database.
- To generate letters or emails following LOA requests as directed by the Headteacher/Head of Sixth Form.

**First Aid**

- To undertake regular first aid training and act as reserve First Aider as necessary
- To provide care and support for sick, distressed or injured students until parents arrive
- To communicate with parents when students are ill and need collecting.

In addition, it is expected you will:

- Be aware of and comply with related policies and procedures relating to child protection, health and safety, security, confidentiality and data protection.
- Ensure your working environment is kept tidy and confidential information is safeguarded at all times.
- Support difference and equality for all.
- Contribute to the overall ethos and aims of the School.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings
- Participate in training and other learning activities
- Engage in the annual performance management process.
- Undertake any other role assigned by the Headteacher consummate with position/pay scale.

You will be consulted about any proposed changes to this job description as part of the appraisal process.
The Support Staff Team

Newport Girls’ High School is a small-medium school with just 600 students and around 55 members of staff. There is a real sense of camaraderie and support among the teachers and support staff and there is no divide in terms of opportunities and participation of staff from both teams when it comes to being involved in the wider life of the school. All colleagues are equally valued and appreciated and it is a lovely place to work. All colleagues are used to helping out when necessary to cover absence or to support a colleague at a time of need. This flexibility is appreciated by all at NGHS and makes the team unique. It also contributes to the ongoing success of the team and school.

Our support staff fall into four main groups; administration, pastoral, finance and technical. The following posts are found within these teams and clear performance management lines exist to ensure clarity and focus, whilst also providing comfort and support when this is needed.

**Administration Team**
Led by Kathy Jones who is a member of the SLT. Kathy is the school’s data and admissions manager and has overview of NGHS support staff. We also have an HR manager, Examinations Officer, Sixth Form Administrator, School Receptionist, Duke of Edinburgh Leader (who also is a cover supervisor) and our Reprographics Technician.

**Pastoral Team**
This comprises our Pastoral and Safeguarding Administrator and two Wellbeing Officers who ensure that girls in Y7-10 and Y11-13 are best supported and their attendance monitored. The team works closely with teaching Heads of Year and is managed by a member of the senior leadership team.

**Finance Team**
Our finance team is managed by the Finance & Facilities Manager and includes a Finance Assistant who oversees trips and visits.

**Technical Team**
This team is managed by a range of staff including our Finance Manager and different members of the senior leadership team. The team includes our caretaking staff (2 caretakers), IT Technician, IT Apprentice, Senior Science Technician and Science Technician.

The support staff look forward to a new member of the team joining NGHS and hope that this brief introduction demonstrates the importance we place on teamwork and camaraderie, whilst also having the opportunity to work in a pleasant, caring environment.

Left - our recently opened Pastoral Hub space for meetings, quiet chats or a place of reflection for staff and students. The wellbeing of staff and students is our top priority at NGHS.

Above - our students enjoy doing crazy things for charity. Teaching and support staff are equally encouraged to get involved, including in trips and visits.
## Person Specification

### Area of interest

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications</strong></td>
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<tr>
<td>i. GCSEs in English &amp; Maths or equivalent</td>
<td>ii. IT or administration qualification</td>
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<td>iii. A-levels / Degree</td>
<td>iv. First aid qualification</td>
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<td>iv. IT or administration qualification</td>
<td>v. Experience of working in the education sector</td>
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<tr>
<td>vi. Pastoral experience in a setting working with young people (school, church, Guides, youth club etc.)</td>
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<tr>
<td><strong>Experience</strong></td>
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<tr>
<td>i. Working in the field of administration</td>
<td>v. Experience of working in the education sector</td>
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<tr>
<td>ii. Managing phone calls and emails</td>
<td>vi. Pastoral experience in a setting working with young people (school, church, Guides, youth club etc.)</td>
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<td>iii. Working as part of a team in a busy working environment</td>
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<td>iv. Working on his/her own initiative</td>
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<td><strong>Knowledge and skills</strong></td>
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<td>i. Microsoft Office skills (Word, Excel)</td>
<td>v. Current national child protection and safeguarding policies (e.g. Keeping Children Safe in Education)</td>
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<td>ii. Good numeracy &amp; literacy skills</td>
<td>vi. Formatting documents and desktop publishing</td>
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<td>iii. How to work under pressure and multi-task when appropriate</td>
<td>vii. Minute-taking for meetings</td>
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<td>iv. An eye for detail when producing documents</td>
<td>viii. Awareness of GDPR issues</td>
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<td><strong>Personal and Professional Qualities</strong></td>
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<tr>
<td>i. Belief in sustaining high standards of excellence and conscientious approach</td>
<td>xi. Knowledge of some of the issues facing girls in a single-sex, high achieving environment</td>
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<td>ii. Flexibility to job role if required</td>
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<td>iii. Confidentiality in all aspects of work</td>
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<td>iv. Ability to prioritise, plan and organise workload</td>
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<td>v. Work effectively as part of a small team</td>
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<td>vi. Empathy with NGHS students</td>
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<td>vii. Remaining calm and polite at all times</td>
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<td>viii. High standards in dress, attendance and punctuality</td>
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<td>ix. Suitability to work with children and satisfactory Enhanced Disclosure with the DBS.</td>
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<td>x. Sense of Humour!</td>
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### Application Process

Please complete the application form and a covering letter addressed to Mr M J Scott, Headteacher which should not exceed two sides of A4. You should refer to the person specification above in your letter as this will be used to shortlist. Tell us how you meet some/all of the criteria above.

Applications may be submitted via email to jobs@nghs.org.uk or by post. NGHS is committed to safeguarding and promoting the welfare of young people in our care. We expect all staff to share this commitment. The successful applicant’s appointment will be subject to satisfactory pre-employment clearances including a Disclosure and Barring Service check.

In line with safer recruitment practices, if the successful applicant has worked abroad, a certificate of good conduct will be requested at the point of provisional offer.

All applicants are expected to include two referees; one of whom should be their current or last Headteacher (if not working in a school at this time). The School reserves the right to request a reference from any previous employer.

**The closing date for applications is 9.00am on Monday 3 August.**

Shortlisted candidates will be contacted in the week following this.
## Staff Wellbeing & Support: ‘The Little Things’

Working in a school is immensely rewarding, but places huge demands on our time and work-life balance. At NGHS, I am committed to working towards the best balance of hard work, commitment and wellbeing as well as avoiding the burden of unnecessary tasks. I am therefore working with SLT and governors on a charter of commitments to help ensure colleagues are fit, well and content at work. These are listed below; new ideas are always welcome. Colleagues are always encouraged to talk through issues with someone they trust and my door is always open. M Scott, July 2019

<table>
<thead>
<tr>
<th>Complementary tea, coffee, sugar and milk in the staffroom</th>
<th>Staff social evening each term - let your hair down and relax</th>
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<tr>
<td>A buddy for new staff who join NGHS for their first year</td>
<td>A flexible and generous approach to family appointments, children’s events, nativities, sports days etc.</td>
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<td>An annual flu jab for all staff available upon request each winter</td>
<td>Complementary Christmas Dinner for all staff each year</td>
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<td>Calendared wellbeing weeks with no evening meetings/events</td>
<td>Staff ‘sport for fun’ sessions - come along and get involved and stay fit</td>
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<td>Deadlines well publicised and annual calendar consultation</td>
<td>Opportunities for career development always considered</td>
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<td>No student or class data collected for data’s sake</td>
<td>Measured approach to lesson observation, drop-ins and good practice weeks</td>
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<td>Dedicated marking afternoon for all staff during internal exam week</td>
<td>Staff marking &amp; workload group to guide and develop policy</td>
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<td>Childcare vouchers scheme for those who have children in regular day care</td>
<td>Communications policy which protects time outside of school day</td>
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<td>Counselling service free to all staff both in-house and externally</td>
<td>On-site free parking</td>
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<td>Greater PPA time than national and no mainstream cover</td>
<td>SLT Open Door Policy at all times including urgent email for non-school days</td>
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<td>Dedicated classroom wherever possible for all teaching staff</td>
<td>Cake, laughter &amp; friendship in the staffroom</td>
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The work for which you are applying will have regular contact with children and is exempt from the Rehabilitation of Offenders Act 1974. Therefore, you are required to declare any convictions, cautions, bind-overs, or prosecutions pending you may have, even if they would otherwise be regarded as ‘spent’ under this Act. These details should be enclosed in a separate, sealed envelope marked ‘confidential’ – for the attention of the Chairperson of the appointing body. The envelope should state clearly the name of the school and the work for which you are applying and be returned with your application form.

The information you give will be treated in confidence and will only be taken into account in relation to an application where the exemption applies.

The Authority is entitled, under arrangements introduced for the protection of children, to check with the Disclosure and Barring Service for the existence and content of any criminal record of the successful applicant prior to the confirmation of appointment.

Therefore, successful applicants will be required to complete a disclosure form to enable a check to be undertaken. Failure to consent to this could prevent the application being considered further. This check involves details being obtained of convictions, including those considered ‘spent’ under the Rehabilitation of Offenders Act 1974, cautions held at national level and may also include non-conviction information. You will receive the results of the check from the Disclosure and Barring Service, who will also forward a copy to the Authority. Information received from the DBS will be kept in strict confidence and will be destroyed in accordance with guidelines laid down by the DBS.

The disclosure of a criminal record will not necessarily bar you from appointment, unless the Authority considers that the conviction renders you unsuitable for appointment. In making this decision, consideration will be given to the nature of the offence, how long ago and what age you were when it was committed, and any factors which may be relevant.

Failure to declare a conviction, caution or bind-over may, however, disqualify you from appointment, or result in dismissal or disciplinary action if the discrepancy comes to light.

Under the Criminal Justice and Court Services Act 2000 it is an offence for an individual who has been disqualified from working with children to knowingly apply or accept or do any work in a ‘regulated position’, such as the post you are applying for.

Equal Opportunities Policy

NGHS is an Equal Opportunities Employer.

The School’s Equal Opportunities Policy states that it will give equal treatment to all persons within its organisation regardless of sex, marital status, race, colour, nationality, national origin, ethnic origin, sexual orientation, disability, age and not allow any individual to be disadvantaged by any other condition which cannot be shown as justifiable.

Health

Appointment to the post will also be subject to a satisfactory health record. A medical examination may be required by the School.
For more information about the post, please contact

Mr M J Scott, Headteacher

Tel: 01952 797550  headteacher@nghs.org.uk

Newport Girls’ High School
Wellington Road, Newport, TF10 7HL