

Applicant Information



St
Augustine's
Priory

School
Receptionist



School Receptionist St Augustine's Priory

Dear Applicant,

Thank you for the interest you have shown in the post of School Receptionist at St Augustine's Priory. We are delighted to introduce you to our inspiring school at a very exciting stage of its development. Our priority is to deliver excellence in all aspects of a school that is unique both in its heritage and in its current living out of its traditions. We do this by nurturing and empowering our staff, by fostering a culture of ideas, energy and possibilities and by a keen focus on developing each girl to the best of her ability.

St Augustine's Priory is a Catholic, independent day school for girls aged 3-18 with boys in the Nursery. We are an all-through school and it is an enormous benefit to girls and parents that pupils who join us in the Junior School are able to move seamlessly up with us through to the Sixth Form years. As a Catholic school we hold the care of the whole person as central to what we do.

The school's 13 acres of beautiful grounds offer stunning views. Girls have the physical, mental and emotional space to grow intellectually in an environment which both supports and challenges. Our results are excellent; we pride ourselves on instilling in girls a love of learning. We are committed to preparing girls for life-long effectiveness and to developing the range of skills they require to achieve long-term happiness and success.

We have been in Ealing for over one hundred years, and we represent an exceptional continuity of expertise in educating women of the future. Our founders were visionary women who strove valiantly to offer girls the best possible education; we continue in this tradition and are unique in the generations of staff and of families who continue to work and study here. We offer a broad and varied curriculum with rich opportunities for personal development.

We invite you to consider joining us on an exciting journey.

Mrs S. Raffray MA
Headteacher

Mission Statement

We are an all-through, inclusive Catholic girls' school, with boys in the Nursery, committed to preparing girls for life-long effectiveness and success. As part of their journey girls will learn of intellectual risk taking and emotional strength, reflection and self-knowledge, persuasiveness and team building as well as a cultural curiosity for an enriched enjoyment of life.

In our stunning 13 acres of grounds, girls have a physical freedom unique in central London. We aim to instil in them the emotional freedom to grow intellectually and spiritually and to understand the truth about themselves, others and our complex world. We will give them the courage to be ambitious and compassionate and we will provide a secure, happy and nurturing community in which to explore all of the above.

To this end we seek, develop and retain the best teachers who value well-being and the individual progress of each girl as much as they are relentless in their pursuit of academic excellence. Their goal is life-long success for each girl and they set the pace of energy and dynamism within which the girls flourish.



Receptionist (Part time)

St Augustine's Priory

Hillcrest Road, Ealing, London W5 2JL

Dear Applicant,

Thank you for the interest you have shown in the post of Part time Receptionist at St Augustine's Priory.

This brochure aims to give you a clear picture of life at our School as well as give clear and transparent guidance and information about what the post involves the criteria for selection and the process of selection itself.

Contents

1. Letter from the Head
2. Information about the Administration Department
3. The Job Description for Receptionist
4. The Person Specification for Receptionist
5. An outline of the selection procedure

There is a separate application form and applicants should pay particular attention to its accurate completion.

Should you have any further queries please do not hesitate to contact the School.

I trust this brochure will be informative and helpful in making the decision to apply for this post, and look forward to receiving your application.

Yours faithfully,

Mrs J Sathananthan

Office and HR Manager



Our Administration Department

The School's Administration Department is a flexible, highly motivated team working in a demanding environment and therefore, whilst this post focuses on Reception, the post holder will also be expected to contribute to the work of the Administration Department in accordance with the work flows relating to the academic year under the direction of the Office and HR Manager

The Reception is the main entrance to the School and therefore affords the first impression of the warmth of the School and our staff, our ethos and our professionalism. All members of our staff are expected to maintain a high degree of courtesy, personal presentation, and warmth.

The Administration **team** is just that. A cohesive and flexible team. Any member of the Administrative staff is expected to undertake any work which is needed in all areas of Administration.

If you flexible, professional, courteous, reliable, hard-working, warm, well presented and have a good sense of humour you might well be the next member of our Administration team.



Fuller details about the School are available on our website www.saintaugustinespriory.com

St Augustine's Priory

Job Description: Receptionist

The hours are Monday - Friday morning and afternoon from 7.30 am to 1 pm and 1 pm to 6.30 pm. The post is term time Plus 5 weeks. The 5 weeks school holiday cover hours are full time (8 hour) days. Each holiday week cover will be allocated at the beginning of the academic year. This role will entail 5 weeks paid holidays which will be during the allocated school holidays. All staff are expected to work on Inset days.

Post holders are entitled to a complementary lunch either after their shift ends or before their shift commences. There is a fifteen minute mid shift break.

Salary:

The post-holder will be paid **pro-rata** from a salary of £20,000 FTE per annum.

Line of Responsibility:

The Receptionists are line managed by the Office and HR Manager.

Job Content:

This job content provides a guide to, and general description of, the duties and responsibilities of the Receptionists. It is not exhaustive, and therefore, the Receptionists should be willing to undertake any Administration related tasks as may be reasonably requested by the Office and HR Manager.

The School's Administration Department is a flexible, highly motivated team working in a demanding environment and therefore, whilst this post focuses is on Reception, the post holders will also be expected to contribute to the work of the Administration Department in accordance with the work flows relating to the academic year under the direction of the Office and HR Manager

Strategic Purpose

- The Receptionists are key members of the School's Administration Department providing a vital function in being the initial point of contact and the first positive impression for each individual and visitor to the School whether in person or by any other means of communication, i.e. telephone or email. It is the role of the Reception personnel to ensure that the Reception is manned at all times from 7.30 am until 6.30 pm including across lunchtime.

Operational Responsibilities

- **Greeting visitors**

The Receptionists are responsible for greeting all visitors at Reception and ensuring that they are met courteously and warmly. The Receptionist should ensure a member of the Administration or teaching staff is allocated to their enquiry if it is necessary. Safeguarding must be a priority at all times.

- **Security**

The Reception is responsible for the Visitor's signing in book and badge system and safeguarding forms.

- **Late Pupils**

Late pupils need to be signed in at Reception. Pupils from Nursery to Upper I should be escorted to class by a member of staff.

- **Delivery of girls' belongings**

Reception staff are responsible for ensuring items delivered by parents for students are delivered accordingly, by liaising with other staff.

- **Post**

Receptionists are responsible for the sorting and distribution of post and the franking of school post on a daily basis. Receptionist must ensure the franking machine is in working order at all times and postal cost changes are made as necessary. At examination time the receptionists need to liaise with other school staff to ensure exam papers are posted/collected without delay. The reception area/foyer should be kept clear of parcels etc. at all times.

- **Telephone**

The Receptionists are responsible for answering all external telephone calls. Enquires should be directed to the relevant member of Staff or Department in the most appropriate manner (email/phone/personal message).

- **Pupils Leaving Early**

Reception staff are responsible for ensuring all pupils sign out if leaving early and signing in if arriving back after an appointment. No pupil may leave the school early alone unless a note is provided from their parent/teacher.

- **Email**

Reception's email address receives the general email which is sent to the School and the Receptionists must monitor this email account on a regular basis, filtering irrelevant emails and dealing with any email which requires it.

Other tasks include:

- Ordering of materials for the school
- Name badges for school events
- Data inputting as required
- Lost property: assisting in the return of Lost Property
- General Administrative support to the Operations Team and to the Deputy Heads
- Preparing Birthday cards for pupils

Performance Management and Professional Development:

Office and HR Manager will meet with both Receptionists on an annual basis to discuss agreed targets in performance and monitor professional development via an appraisal.

Conditions of employment:

The above responsibilities are subject to the general duties and responsibilities contained in the written statement of conditions of employment (the Contract of Employment).

The post-holder is required to support and encourage the School's ethos and its objectives, policies and procedures as agreed by the Governing Body.

The post-holder must uphold the School's Policy in respect of all matters related to safeguarding and Child Protection.

The post-holder may be required to perform any other reasonable tasks, after consultation.

This Job Description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed.

This Job Description is not necessarily a comprehensive definition of the post. It will be reviewed periodically and may be subject to modification at any time after consultation with the post-holder.

St Augustine's Priory

Person Specification: Receptionist

Personal Characteristics:

Applicants should possess the following essential personal characteristics:

- Safeguarding must always be a priority
- Be an enthusiastic and versatile team player and ensure a professional and warm welcome of visitors and parents to the School.
- Have excellent interpersonal and communication skills.
- Have excellent organisational and Administrative skills and be able to use ICT effectively.
- Be confident in use of the internet and email.
- Be able to work under pressure and be self-motivated.
- Be prepared to work as a part of a team or on own
- Have a confident, warm and welcoming manner in both person and on the telephone
- Have a very smart professional appearance
- Be able to take an active role in the promotion of the School and its aims and ethos
- Have a co-operative, reliable, customer responsive approach with a positive attitude
- Be prepared to contribute where needed, to any work which the Administration Team undertakes to ensure the smooth running of the School
- Behave to a high professional standard – for example never taking personal calls or eating at Reception
- Be able to prioritise workload on a daily basis
- Keep calm under pressure and use initiative

	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none">• High level of computer competency• IT literate including comprehensive use of email and internet• A good academic record	<ul style="list-style-type: none">• Minimum of five GCSEs/O Levels to include English and Mathematics	<ul style="list-style-type: none">• Production of applicant's certificates

Experience:	<ul style="list-style-type: none"> • Experience in general office Administration • Knowledge and experience of the internet and email 	<ul style="list-style-type: none"> • Experience in a customer focussed or school environment 	<ul style="list-style-type: none"> • Contents of the application form • Interview • Professional References
Skills	<ul style="list-style-type: none"> • Good written and spoken English • Excellent and confident telephone manner • Excellent Administrative skills • Discretion and confidentiality • Demonstrable people skills • Smart appearance • Ability to navigate Outlook email 		<ul style="list-style-type: none"> • Contents of the application form • Interview • Professional references • Tasks set
Knowledge	<ul style="list-style-type: none"> • Microsoft Office – Word, Excel, Outlook • Familiarity with Child Protection/Safeguarding Policy 	<ul style="list-style-type: none"> • Familiarity with Data Protection Act • Database, Mail merge • Use of franking machines, photocopiers, colour printers, duplicating machines, binding machines 	<ul style="list-style-type: none"> • Contents of the application form • Interview • Professional references • Tasks set
Personal competencies and qualities	<ul style="list-style-type: none"> • Flexibility • Calmness under pressure • Ability to work as part of a team • Ability to work on own initiative • Discretion • High standard of personal presentation • Welcoming, helpful and polite outgoing personality • Common sense and patience • Enthusiasm & willingness. • Ability to prioritise 	<ul style="list-style-type: none"> • Good sense of humour 	<ul style="list-style-type: none"> • Interview • Professional references • Tasks set

	<ul style="list-style-type: none"> • Logical, clear thinking with regard to problem solving 		
--	--	--	--

The Application and Selection Process

1. Applicants should complete an application form in full and write a letter in support of their application paying particular attention to the Job Description and Person Specification.
2. The completed application form (available on the School website) and supporting letter should be posted to the School or emailed to Jsathananthan@sapriory.com to arrive no later than no later than 12 p.m. on Monday 23rd July 2018.
3. The Selection Panel will convene to determine a shortlist of applicants who will be invited to interview.
4. Shortlisted applicants will be contacted by email and it is anticipated that the interviews will be held on week commencing 30th July 2018, but this will be subject to confirmation.
5. On the day of the interviews all applicants will be asked to complete a task and offered a tour of the School and grounds, after which there will be a formal interview before the appointments panel.
6. On the day of the interview all applicants should bring with them proof of identity and address as specified on the application form.
7. Following the interview the successful applicant will be invited to accept the post by telephone, but only once a letter of acceptance has been received the unsuccessful applicants will be informed. All applicants should be aware that this is a normal part of our selection procedure and should make no assumptions based on a short delay.