

# RECEPTIONIST & ADMINISTRATOR

St Augustine's CE High School

## Applicant Pack

*"The vision of faith, hope and love is central to this school.  
The core values of kindness and inclusion are guiding principles."*

*(OFSTED March 2023)*

# About St Augustine's Federated Schools

We are a multi-cultural, multi-faith school with a distinctive Christian ethos. In October 2019 the High School and St Augustine's Primary School joined together in a federation to create St Augustine's Federated Schools known as SAFS.

St. Augustine's is a vibrant and successful 11-19, fully comprehensive school in Kilburn where we encourage everyone, to "be the best that we can be". Our students enjoy their school lives, and we try to ensure that decisions are made in the best interests of the students or to improve their learning.

It is our aim that all students leave us with the skills and abilities required to be lifelong learners and positive role models in the community. We are aiming to prepare them to be citizens of the world by teaching shared values and an understanding of the world around them.

## Our Christian & Shared Values

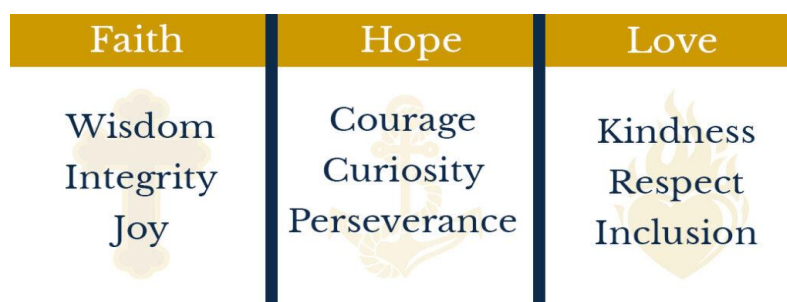
St. Augustine's is an inclusive, happy and vibrant learning community that aims to ensure that every student achieves and experiences as much joy as possible during their time with us. By working in partnership with parents and carers we have confidence that our students will practice courage and perseverance in achieving their hopes and aspirations. However, we also recognise that young adults need to build character from within and have good role models. We support this through promoting explicit Christian values which are linked to our school saints:

## Who We Are

We want all our community to have equal opportunities to experience "Life in all its fullness (John 10:10)." We are a highly inclusive, voluntary aided, Church of England school, which takes a unique trauma informed approach to student behaviour, engagement and wellbeing. We provide our young people with a world-class, work-related learning experience which results in outstanding outcomes and employment destinations. This vision drives us to constantly seek ways in which we can positively impact on the life chances of our students.

We were founded in 1870 by the parish of St Augustine, Kilburn through Fr. Kirkpatrick the first vicar and Mother Emily Ayckbown of the Community of Sisters of the Church.

Today the school maintains its strong links with the parish and the local community. We are a co-educational fully comprehensive 11-19 school, actively welcoming students whose heritage is from all over the world, whatever their background, belief or ability level. Diversity is our strength, and it is embraced and celebrated here. Our staff come from all backgrounds and walks of life and all members of our community work hard to provide a caring, safe, positive and happy learning environment. We are committed to providing a fair, equitable and mutually supportive leaning and working environment for students and staff.



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## From our Head of Federation, Eugene Moriarty



*Thank you for your interest in St. Augustine's Church of England High school, part of St Augustine's Federated Schools. We are a multi-cultural, multi-faith school with a distinctive Christian ethos who in October 2019 joined with the St Augustine's Primary School to create St Augustine's Federated Schools known as SAFS.*

*Every student at St. Augustine's is treated as an individual, who we have the highest expectations of in terms of character and educational outcomes. Our motto is "Be the Best that we can be" and we support all of our community to achieve this.*

*Our recent Statutory Inspection of Anglican and Methodist Schools (SIAMS) said 'The lives of pupils at St Augustine's are transformed because they are nurtured and cherished by skilled, caring and insightful adults in the school. School leaders and staff, motivated by the school's vision, go to exceptional lengths to ensure that pupils, particularly the most vulnerable have hopeful futures.'*

*We believe that being part of the Federation offers many benefits to both schools and that together we are stronger and better enabling us to share expertise and professional development opportunities across staff teams and to recruit and maintain high quality teaching and support staff at all levels.*

## From our Head of High School, Rachel Kelly



*I would be delighted to welcome you St. Augustine's High School and encourage you to visit us for a tour of our school. St. Augustine's High School provides a safe, nurturing and inclusive environment where all students can thrive academically, socially, and emotionally.*

*We are proud to be the lead Trauma Informed School in the area, recognising that trauma has a profound impact on learning and behaviour. We work together to create a healing and supportive environment for all students. We believe that every student has the potential to "Be the Best they can Be". We are committed to helping our students reach their full potential and are proud of how this was reported by Ofsted in our latest Inspection (March 2023) who said: "Leaders have high expectations, including for pupils' behaviour. They provide pupils with support and*

*guidance. Pupils are safe, happy and well cared for by staff. Pupils appreciate staff's approach to managing behaviour in a fair and reflective way."*

*Our mission is to empower each student to develop their unique abilities, interests, and talents through a challenging and engaging curriculum, a supportive and inclusive community, and a culture of excellence and continuous improvement. We are committed to transforming the lives of all our students, through our Christian Virtues of Faith, Hope and Love.*

*St Augustine's is a special place to work – our culture is collaborative and supportive. Each department works hard towards delivering their objectives but will always make time to support colleagues, sharing knowledge and skills and working together on whole school events. I hope this pack provides you with all you need to move forward with your application. If you are left with questions, please contact our HR Department; we look forward to receiving your application.*



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## Our Benefits

We value the hard work and dedication of all our staff and the impact it has on our ability to achieve our aims and goals. No matter what your role, by joining St Augustine's Federated Schools, you will be making a difference to the lives of young people in our community and the Federation. St Augustine's has a strong culture of collaboration and best practice, with professional development and career planning at its centre. We invest in our staff with support, coaching, mentoring, and a wide range of top-quality training programmes delivered at every level.

You will also have access to a variety of benefits, support programmes and initiatives including:

- Excellent opportunities for continuous professional development and support to progress your career
- Pension scheme (Teachers' Pension Scheme or Local Government Pension Scheme) with generous employer contribution
- 27 days annual leave plus bank holidays (for non-term time only staff), rising to 30 days after 5 years' service
- Lifestyle friendly working arrangements and policies
- Employee Assistance Programme for free and confidential advice
- Cycle to work salary sacrifice scheme
- Interest-free season ticket loans
- Contribution of £20 towards eye tests and £65 towards frames/lenses
- Weekly opportunity to meet with the Headteacher during her 'clinic'
- Staff Well-Being Programme
- Free social events for staff
- Fallow Weeks and regular staff consultation

## Federation Ethos & Expectations

- To undertake such other duties as may be required, commensurate with the level of responsibility of the post and to comply with any reasonable request from a line manager to undertake work of a similar level that is not specified in this job description
- To engage actively in the performance review process, addressing appraisal target set in conjunction with the line manager each Michaelmas Term
- To participate in training and other professional development learning activities
- To promote equal opportunities and celebrate diversity in all aspects of the Federation
- To play a full part in the life of the Federation community, to support its distinctive aims and ethos and to encourage other staff and students to follow this example
- To support and attend Federation events and support our Church of England vision and ethos
- To adhere to the Federation's Dress Code
- To be familiar with and promote safeguarding requirements, demonstrating adherence to the DfE Guidance 'Keeping Children Safe in Education and the Federation's Safeguarding/Child Protection policies
- To be aware of, comply with and promote all Federation policies and procedures, in particular those relating to conduct, child protection (as above), health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
- The Federation will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition (as defined in the Equality Act 2010).
- Following consultation with you this job description may be changed by management to reflect or anticipate changes in the job which are commensurate with the salary and job title.



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## Job Description

<b>Job Title</b>	Receptionist & Administrator
<b>Line Manager:</b>	Office Manager
<b>Term:</b>	Permanent/Full-time/Term-Time Only plus 10 days Hrs(08:00am – 16:00pm) or (09:00 – 17:00pm) flexibility required
<b>Salary:</b>	Inner London NJC Scale 4 SCP 7-11 Term Time Only plus 10 days salary £26,720 - £28,383

## Main purposes of the job

The post holder will be responsible for providing a professional and warm welcome to all visitors acting professionally at all times as the first point of contact in the school. To support the aims and ethos of the School by providing an administrative service within the School supporting the collection, storage and retrieval of pupil information and correspondence with parents and professionals.

## General Responsibilities

### Receptionist Duties

- To answer the telephone in an efficient and professional manner, record and pass on messages as appropriate
- To have a high regard for security when permitting visitors into School
- To greet parents/carers and visitors and deal with their queries in an efficient and professional manner
- Liaising with parents, the local authority and any other outside agencies as necessary
- To ensure visitors sign in using the InVentry System and are provided with a visitor's badge
- Where appropriate arrange for an interpreter for visitors who do not have English as their first language
- To provide and set up refreshments for senior leaders and visitors as required, including meetings and events
- To open and distribute internal and external post and correspondence as appropriate, either in pigeonholes or in person
- To ensure all documents received at front desk are date stamped and ready for appropriate bodies
- To prepare post for collection and take post to the post office as required
- To undertake Office filing and archiving, including pupil and other records as required
- To maintain Office stationery and stock
- To maintain and order as necessary the school's refreshments i.e. tea, coffee, sugar, milk etc
- To order and maintain stock of School Uniform and issue to parents
- To ensure the main office and meeting rooms are kept tidy and ready for meetings
- To provide first aid support and cover as required by the Medical Team and directed by Office Manager
- To provide cover for the Attendance Officer as directed by the Office Manager
- To ensure staff have up to date information about pupils arriving late and pupils going home early
- To ensure that transport (including out of borough schools) have details of holidays, INSET days etc. including early closure
- To support for e.g. Parents Evening/ Results Days and other school events by providing cover for reception during evenings and holidays



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- Checking and approving agency worker timesheets on Invenry system. Liaising with external agencies to address discrepancies

### **Administration Support**

- To provide support to parents with Parent Pay and support Office Manager in notifying and following up with payments
- To be able to use school's MIS system to record, manage and process student records and information
- Record and process Free School Meal applications, taking ownership of all related aspects including generating reports, data collection using a variety of information systems and following up with parents/carers on unsuccessful applications
- To distribute internal and external mail
- To update pupil information and produce reports using the school MIS system
- To ensure that letters and other documents required by the Head of School, SLT, Office Manager and other teachers are produced and distributed using the School MIS
- To undertake filing and photocopying for School Office
- To ensure that Parent Evening, School Closure letters, newsletters and other documents are produced as appropriate and distributed either internally or externally
- To undertake any other reasonable administration task as directed by Line Manager, SBM or Head of School.
- To support Media and Reprographics in school as directed by Office Manager or SBM
- To place orders for the office/school using internal procurement procedures

### **Pupil Information and Procedures**

- To archive and file pupil records and documents and forward when pupils leave
- To use spreadsheets to record, monitor and produce reports relating to students, events etc.
- To use and maintain a variety of machines in the Office, tackling problems personally or referring them to the IT Team or service engineers.

### **Additional Responsibilities and Other Requirements**

- Undertaking any professional duties commensurate with the grade of the post, reasonably delegated by the Head of School or School Business Manager
- Participating in the School's appraisal and professional development arrangements, ensuring that objectives are set and met within the agreed time-scale
- Attending and participating in relevant training (including INSET days), sharing the knowledge and ideas gained with colleagues
- Other duties and responsibilities which arise from the nature and character of the post within the School mentioned above or in a comparable post in any of the School's other sections or departments.
- Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support diversity and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the school
- Develop constructive relationships and communicate with other agencies/professionals, setting a good example through their presentation and personal and professional conduct
- Share expertise and skills with others
- Recognise own strengths and areas of expertise and use these to advise and support others



- Undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of the Department/Section.
- Co-operate with other staff to ensure a sharing and effective usage of resources to the benefit of the school, department and students

### **Equalities**

- Ensure implementation and promotion in employment and service delivery of the School's equal opportunities policies and statutory responsibilities.

***Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from their Line Manager, SLT or Headteacher to undertake work of a similar level that is not specified in this job description. It is understood that areas of responsibility are from time to time subject to review and are negotiable in the light of the needs of the school and the professional development of the staff.***



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## Person Specification

Professional Experience		
	<ul style="list-style-type: none"> <li>• Experience of working as a receptionist and/or in an administrative capacity</li> <li>• Experience of using and maintaining administrative systems</li> <li>• Experience of using and maintaining the school's Management Information system SIMS</li> <li>• Ability to build and maintain excellent professional relationships with students, parents, colleagues and across agencies, dealing sensitively with people and resolving conflicts</li> <li>• Experience of working in a school environment</li> </ul>	<ul style="list-style-type: none"> <li>• Essential</li> <li>• Essential</li> <li>• Desirable</li> <li>• Essential</li> <li>• Desirable</li> </ul>
Qualifications		
	<ul style="list-style-type: none"> <li>• NVQ Level 3 (or equivalent qualification) including English &amp; maths</li> </ul>	<ul style="list-style-type: none"> <li>• Essential</li> </ul>
Knowledge & Skills		
	<ul style="list-style-type: none"> <li>• Understanding and knowledge of IT administration systems</li> <li>• Understanding of promoting positive relationships with the wider school community</li> <li>• Understanding issues affecting pupils with autism and SEN needs</li> <li>• Knowledge and understanding of child protection and safeguarding legislation</li> <li>• Ability to be self-motivated, flexible and well organized to manage at times, unpredictable and variable work loads</li> <li>• Ability to meet targets and deadlines in a pressurized environment</li> <li>• Ability to use computer skills to operate Word, Excel, and a range of ICT packages,</li> <li>• Experience of using the School's Management Information System to produce letters, reports and spread sheets</li> <li>• Ability to communicate effectively, both verbally and in writing</li> <li>• Ability to maintain strict confidentiality in all matters</li> <li>• Ability to build and maintain effective working relationships with a wide variety of people and organizations</li> </ul>	<ul style="list-style-type: none"> <li>• Essential</li> <li>• Essential</li> <li>• Desirable</li> <li>• Desirable</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Desirable</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> </ul>
Personal & Professional Qualities		



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	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Willingness to constructively challenge one's own work to continually improve own and contribute to team performance</li> <li>• Ability to work under pressure and meet deadlines</li> <li>• A commitment to safeguarding and promoting the welfare of young people</li> <li>• Able to keep confidentiality throughout all aspects of their work</li> <li>• Good attendance and punctuality</li> <li>• Resilience, integrity, energy and enthusiasm</li> <li>• Adaptability to changing circumstances and new ideas</li> <li>• Committed to the ethos of the school</li> <li>• Willingness to be flexible and take on additional duties as and when required</li> <li>• A DBS enhanced disclosure that is satisfactory to the School</li> <li>• Working flexible hours, which may involve occasional out of hours work including holidays to meet the needs of the school.</li> </ul>	<ul style="list-style-type: none"> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> </ul>
<b>Equal Opportunities</b>		
	<ul style="list-style-type: none"> <li>• A commitment to equal opportunities, awareness of diversity issues and working in a positive and non-discriminatory way</li> <li>• A commitment to working in a multi-cultural environment and with students from diverse backgrounds and abilities</li> <li>• A commitment to working in a flexible and collaborative manner with all members of the school community</li> <li>• Ensure implementation and promotion in employment and service delivery of the School's equal opportunities policies and statutory responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> </ul>



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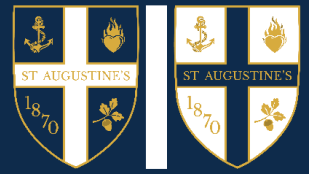
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# Applying For The Position

We encourage you to apply as soon as possible as we may interview and offer to a candidate before the closing date. Please note that we only accept applications submitted before the closing date on our application form (CVs are not accepted).

Thank you for your interest in the St Augustine's Federated Schools. We look forward to receiving your application.

## How To Apply

Please visit <https://www.stahigh.org/about-us/our-current-vacancies/> to download our application form. Completed applications should be sent by email to [applications@stahigh.org](mailto:applications@stahigh.org).

## Before You Start Your Application

Please remember to check your junk mail folders for our email communications and add us to your safe senders list to ensure all future email communication is received. This is important to ensure you are kept up to date on the status of your application and to avoid delays in the recruitment process.

To submit an application, you'll need to have ready:

- Personal information about you
- Details of your education and employment history
- Details of any qualifications and training gained
- A supporting statement

## Help and Support

If you have any queries, or for help and support completing your application, please contact [applications@stahigh.org](mailto:applications@stahigh.org)

## Safeguarding Notice

The St Augustine's Federated Schools are committed to ensuring the highest level of safeguarding and promoting the welfare of children and young people, and we expect all our staff and volunteers to share this commitment. All offers of employment are subject to an enhanced Disclosure and Barring Service (DBS) check, references, an online search, and where applicable, a prohibition from teaching check will be completed.