



HEADS' PA/RECEPTIONIST

NORTHBROOK PRIMARY
ACADEMY



Dear Applicant,

Thank you for showing an interest in the role of Heads' PA/Receptionist at Northbrook Primary Academy, part of the Endeavour Learning Trust.

Northbrook Primary Academy is a growing and thriving school. At our school, you will find inspirational and challenging teaching and learning, outstanding pastoral care and a genuine belief that every child can succeed. Our overriding priority is to get to know each of our children for their own special uniqueness. Building and maintaining strong relationships with our parents is essential to this and we also take our role at the heart of the community seriously. We are proud of our significant improvements over recent years and we will continue to provide the very best for each and every one of our students.

We are a school with a nurturing environment which is dedicated to developing happy, respectful and independent young people. All of our staff are extremely passionate about ensuring the successful development of each individual child. Our children behave really well and they thrive in our warm, welcoming yet ambitious environment.

One of our many strengths is our community spirit and family feel; our size means that each student is well known as an individual and supported by key staff, as well as being challenged to be the best they can be. Getting the right balance between academic and pastoral support is vital to us. At Northbrook Primary, we believe that every student should be treated as we would want our own children to be. As a result, our students feel safe and valued in an environment where we get the right balance between encouragement and support and stretch and challenge.

We hope the information in this pack give you an insight to who we are and what we do.

Yours faithfully,

Mr M Cunniffe
Headteacher

Endeavour Learning Trust's Mission and Values

We will serve our communities to ensure that every child realises their potential

We pledge that our schools will be transformational places of academic excellence that offer a true richness of experience, providing all children with the same opportunities to flourish and develop their unique skills, qualities and talents.

We will work collaboratively with our colleagues, parents and carers and our partners to remove any barriers that place limitations on our children, creating schools that are happy and harmonious places at the centre of their community.

Our Values

Individuality

We are firmly committed to recognising, celebrating and investing in the individuality of all of our children and young people, each of our colleagues and the distinct ethos and identity of each of our schools, whilst remaining united by our core values. We don't believe in a "one size fits all" approach, and will adapt our provision to meet individual needs.

People centred

Our work is driven by our responsibility to every individual within our Trust community. Every person deserves to be treated with respect, dignity and kindness. We demonstrate empathy and humility in our approach, ensuring that our Trust provides an environment where every individual feels confident to be their true authentic self.

Belonging

Equity of opportunity is central to our practice and we will be relentless in our endeavour to identify and remove barriers that prevent full inclusion. Our culture extends beyond tolerance to one where difference is embraced and every individual is valued and celebrated for their unique contribution to our community. Every individual is a full member in our community.

Transformation

We believe in the promise of each individual across the Trust and will ensure we inspire, support and challenge in proportionate measure, so that we all thrive and are able to achieve our own individual successes. We are bold in our approach, stretching perceived boundaries, to go further for our children, colleagues and communities. We continually develop our approach to respond to changes in the communities we operate within to support every child, colleague and partners to realise their potential.

Togetherness

We are a proud family of schools bonded by our Trust vision, priorities and values. We work as one team in school, across our Trust and with our wider partners for the benefit of the communities we serve. Our collaborative approach inspires us to be bold and brings us together in ways that help us to make a difference. We are better together.

ENDEAVOUR LEARNING TRUST

OUR SCHOOLS



Heads' PA/Receptionist
Full time, Maternity Cover
Term time only (plus two weeks)
£23,893 - £25,979 pro rata
£21,266 - £23,122 per annum

Northbrook Primary Academy are looking to appoint a highly organised, experienced and proactive individual to join us for the purpose of covering maternity leave for the postholder. The role will play a key part in the day to day school operations, providing efficient and effective support to the Head and Senior Leadership team as well as taking a leading role in our School Office as Receptionist and Office Manager.

The successful candidate will be an excellent communicator, an experienced administrator and demonstrate utmost confidentiality and discretion. They will need to have a calm, confident and helpful manner when dealing with all members of the School community. Previous experience of working in a school would be advantageous but not essential.

Why join us?

- A truly supportive and encouraging team within School
- Full and continued support from specialist staff within Central Trust Team.
- A fantastic Local Government Pension Scheme
- Free on-site parking
- A modern, well-resourced school environment
- 24/7 access to employee wellbeing package
- Encouragement of further and continued professional development
- 50% off Endeavour Children's Holiday Camps
- Term time only employment which supports long holidays

ADDITIONAL DETAILS

Fixed term for the purpose of maternity cover of the postholder.

Term time only plus two weeks (inclusive of 5 inset days) 37 hours per week working Monday to Thursday 8:30am – 4:30pm and 8:30am – 4:00pm.

HOW TO APPLY

To apply, please complete an application form in full and send to vacancies@endeavourlearning.org along with a personal statement to support your application and outline the relevant experience you can bring to Endeavour Learning Trust.

Applications should be submitted by 9am on Friday 16th February 2024

Interviews are to be held on Wednesday 21st February 2024

Candidates should ensure that they and their referees are easily contactable, with the correct phone number and email address and able to reply promptly if references are requested.

If you require any further information please contact our Recruitment Manager, Mollie at m.fairhurst@endeavourlearning.org or on 01772 817904

SAFEGUARDING

Endeavour Learning Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and individually take responsibility for doing so.

Please note that in line with Keeping Children Safe in Education, an online search will be carried out as part of our due diligence on shortlisted candidates.

JOB DESCRIPTION



HEADS PA/RECEPTIONIST

NORTHBROOK PRIMARY ACADEMY

Job Purpose

To provide first-class customer service

To provide the day to day operations of the student and visitor reception desks.

To deliver a timely administrative service to the Headteacher, Trustees, Local Academy Council, Senior Leadership and other staff of the school, parents and carers, the public, the LEA and other agencies.

Main Duties

To ensure the provision of a pleasant and efficient reception as first point of contact for parents and all visitors to the school (including asking people to sign in and out and giving visitors a badge), carried out within line with the schools Safeguarding policy.

To ensure that all visitors to the school are received professionally.

To ensure that the front of house presents a smart, professional and positive image to all visitors.

To deal with queries and provide information and advice about the school and school activities for parent, pupils and visitors in person, by telephone and by e-mail.

To answer the telephones courteously and with sensitivity and confidence, using initiative as required and forwarding detailed messages as appropriate.

To ensure that post inwards and outwards is promptly received and processed.

To lead in the production and standardisation of school forms.

To assist with school events.

To maintain office supplies and first aid equipment, re-ordering as necessary.

To provide First Aid to all students as necessary in a sympathetic and efficient manner, ensuring a record is logged of all incidents and the Accident Book is completed for more serious injuries.

To contact parents/carers where necessary for collection of a sick or injured child or to report a head injury.

To administer medicines to any children as required by the parent/carer.

To maintain the rota of those qualified to administer first aid.

To maintain a log of all accidents to pupils, staff and visitors, ensuring that monitoring procedures are adhered to and appropriate actions taken.

To ensure that all accidents are reported to the Operations Manager.

To ensure the school's first aid boxes are recorded and adequately stocked.

To undertake a variety of shared general school administrative jobs when staff absence necessitates.

To produce a variety of word-processed documents and Excel databases, including the use of Parent app

To manage the appearance of the School's front of house which includes, general office, parent meeting rooms, foyers, medical room and entrance.

Provide a secretarial and administrative service to the Headteacher and other senior staff, acting as a personal assistant to the Headteacher

Diary management, organisation of meetings and minutes taking

Liaise with external agencies (e.g. Local Authority, multi-agency teams) on behalf of the Headteacher

On behalf of the Headteacher, responsible for communicating information of a sensitive or confidential nature with parents, external agencies and school staff.

Responsible for cash and/or expenditure from the agreed office budget.

Assist the Headteacher in co-ordinating school functions, including school visits

Undertake other administrative support duties, such as reception duties, filing, answering the telephone and processing incoming and outgoing post

Minute taking at various school meetings

Organise cover for planned and unplanned teacher absence

Manage the daily cover rota and ensure equitable use of staff and outside agencies

Coordinate, develop, and quality assure cover supervisors and supply staff

Contribute to the development and implementation of the school's cover procedures

Provide administrative oversight to centrally manage whole school events such as Open Evening, transition events etc

Support SLT in preparing marketing materials and processes for the school

Contribute to the duty rotas at unstructured times as required

Support for the School

To undertake lunchtime duties

To attend staff training as appropriate

To take reasonable care for the health and safety of both yourself and others with whom you come into contact and who could be affected by your work.

To comply with the school's health and safety rules, reporting any health and safety concerns to the Trust's Estates Manager.

To work within the Trust's policies and procedures

To contribute to the provision of an effective environment for learning

To support and encourage the Trust's ethos and its objectives, policies and procedures.

To uphold the Trust's policy in respect of child protection and safeguarding matters

Undertake any other duties reasonably requested by the Headteacher

Endeavour Learning Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and individually take responsibility for doing so.

PERSON SPECIFICATION

	KEY CRITERIA	Essential (E)/ Desirable (D)
QUALIFICATIONS	NVQ Level 2 or 5 GCSE's (or equivalent) A*-C including English and Mathematics / Grade 9 to 5	E
	First Aid Qualification (qualification not essential at point of application as training will be given if required)	E
	DBS Clearance	E
EXPERIENCE AND KNOWLEDGE	Experience of working with or caring for children of relevant age	E
	Experience of working with students with medical needs	D
	Experience of working in a relevant classroom/service environment	D
	Experience of administrative work	D
	Experience of supporting pupils with challenging behaviour	D
	Experience of working within a school environment	D
SKILLS AND ATTRIBUTES	Ability to relate well to young people	E
	Ability to form effective and appropriate working relationships/boundaries with young people	E
	Capable of working effectively as a member of a team	E
	Excellent oral and written communication skills	E
	Time management skills	E
	Ability to prioritise conflicting demands and manage own workload effectively	E
	Ability to work accurately under pressure and to tight deadlines	E
	Efficient, meticulous and well organised	E
	Knowledge of concept of confidentiality	E
	Standard office practices and procedures	E
	Accuracy and attention to detail incorporating good numeracy and literacy and IT skills	E
	Adaptable with a flexible approach to work	E
	Maintain effective working relationships with school, staff and students and those encountered in the course of work	E
	Communicate with the public in a courteous and professional manner in writing, by telephone and in person	E
	Respond rapidly and accurately to situations	E
	Able to use own initiative and work independently with general supervision	E
	Understand and carry out written and oral instructions	E

	Operate a computer and other standard office equipment	E
	Possess cultural awareness and sensitivity	E
	Ability to deal with confidential matters in a professional manner and to maintain confidentiality	E
OTHER	Clearance through the Disclosure and Barring Service	E
	Compliance and adherence to the documents 'Keeping Children Safe in Education', 'Guidance for Safer Working Practice' & 'Guidance for Conduct'	E