

Our Lady Queen of Peace

Catholic Engineering College



Application Pack

Student Services Receptionist/Administrative Assistant

June 2025

Our Lady Queen of Peace

Catholic Engineering College

Student Services Receptionist/
Administrative Assistant

Letter to Applicants

Dear Applicant

Thank you for expressing an interest in our post of Student Services Receptionist/Administrative Assistant at Our Lady Queen of Peace Catholic Engineering College. Our Lady Queen of Peace is a fully inclusive Catholic school in Skelmersdale. We warmly welcome students of all abilities and backgrounds.

Our Lady Queen of Peace Catholic Engineering College is a very special Catholic community, in the heart of Skelmersdale, where everyone works hard to ensure that our young people receive an education in an environment where they are cared for, and where they can fully develop and thrive.

Our Mission Statement 'In Christ We Grow' recognises that gospel values are at the centre of every aspect of school life. Our expectations are high for every young person, and we expect everyone in our community to strive for excellence through caring, sharing and achieving their very best.

Our Lady Queen of Peace is looking for a Student Services Receptionist/Administrative Assistant who:

- Embraces the Catholic Mission and Ethos of the school
- Is passionate about working with young people
- Will support the education, personal and social development of pupils
- Will work collaboratively with class teachers
- Is a good communicator
- Is ambitious and highly aspirational for students
- Wants to forge strong relationships with students of all abilities and backgrounds
- Will inspire students to work hard and achieve their best despite any personal difficulties they may be experiencing
- Cares deeply for the vulnerable and disadvantaged
- Has high standards and expectations
- Wants to make a huge difference to the lives of our young people

The school is on a journey of rapid improvement and has an exciting future. It will provide the training and support needed and the opportunity for you to develop your skills successfully. You will be a valued member of the staff team and we look forward to receiving your application.

If you wish to visit the school in advance, please contact the HR Manager Mrs N. Barber via email: n.barber@olqp.lancs.sch.uk. You will be made very welcome.

The closing date for the return of completed application forms is **9.00am on Friday 13th June 2025**. Only shortlisted applicants will be contacted. **Please note, interviews will take place on the afternoon of Tuesday 17th June 2025**. The post is subject to relevant safeguarding checks which include a satisfactory enhanced DBS clearance.

Kind regards
Mrs. M Henshaw
Headteacher

Our Lady Queen of Peace

Catholic Engineering College

Student Services Receptionist/
Administrative Assistant

Job Description

Mission Statement

In Christ We Grow

As a learning community we live out our Mission Statement striving for excellence through caring, sharing and achieving.

Salary	Grade 4, point 4 – 6 (£24,404 - £25,183) pro rata Actual salary £18,357 - £19,032
Required	September 2025 or sooner (Starting in June/July is also possible)
Contract	Permanent
Hours of Work	37 hours per week, Term Time plus 1 week <i>(A degree of flexibility in working hours may occasionally be required by negotiation between the hours of 7:30 a.m. and 5.30 p.m.)</i>

Governors are seeking to appoint a friendly, organised, and passionate Student Services Receptionist. As the first point of contact for students, staff, and visitors, you will play a key role in creating a positive, supportive atmosphere at our Student Services reception. You will assist with general enquiries, appointments, and administrative support—helping students access the services they need.

The post holder will be expected to show commitment, flexibility, patience, professionalism, enthusiasm and the ability to work on his/her own initiative with excellent organisational and communication skills.

Duties & Responsibilities:

Student Services Reception

- Undertake Student Reception duties:
 - Greet and assist students, parents and visitors in person
 - Receive and make phone calls to parents / carers as requested by staff
 - Book appointments
 - Direct queries to the appropriate team
 - Maintain student records and update information systems
 - Administer First Aid, as required
 - Manage lost property
 - Open and monitor student toilet facilities
 - Send parent electronic messages via Sims InTouch
- Provide general clerical and administrative support.
- Inform parents/carers if students are absent from school and follow-up absences by 09:15 a.m. Contact parents for unexplained absences.
- Make calls relating to attendance, including for students going home ill or for any other reason.
- Register students arriving late to school, record and create report for sanctions.
- Input data into attendance modules, ensuring that all attendance data is accurate and up-to-date.
- Support the administration of behaviour tracking when needed.
- Operate the Reprographics Department, carry out photocopying requests and ensure all machines are ready for the day including arranging maintenance.
- Produce booklets, posters and laminated resources.
- Perform scanning, archiving and shredding services.
- Update the school's management information system through data input as requested.
- Complete First Aid training and administer First Aid.
- Log and record data in systems such as ClassCharts. CPOMS
- Organise collection of students by parents/carers as needed
- Support with administration needed for school trips
- Support with administration for careers activities and other school events e.g., Open Evenings
- 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.
- Assist with the administration of the school's uniform procedures such as ordering of stock and fittings.
- General welfare support for students, where required, including liaison with staff and parents.
- Contribute to the duty rotas at unstructured times as required

Additional Responsibilities:

- Support school events, e.g., Induction Day, Open Evening, etc.
- Attend appropriate training courses and take responsibility for personal professional development opportunities.
- Maintaining good order in the office and Student Reception area.
- Ensure that high standards of Health and Safety are maintained in the workplace.
- Any other duties appropriate to the grade at the request of the Headteacher and SLT.
- Assist in the absence of other staff as directed by the Headteacher or Line Manager.
- Maintain confidentiality and comply with data protection regulations
- Support safeguarding policies and procedures
- Carry out other duties as reasonably requested by the Office Manager or Headteacher
- To adhere to all school policies and procedures.

Note:

- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task to be undertaken may not be identified and other duties, at no higher a responsibility level, may be interchanged with/added to this list at any time.

PLEASE NOTE THAT SUCCESSFUL APPLICANTS WILL BE REQUIRED TO COMPLY WITH ALL SCHOOL POLICIES.

Our Lady Queen of Peace Catholic Engineering College is committed to safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed. This post is subject to a satisfactory Disclosure and Barring Service (DBS) enhanced disclosure certificate. The school is committed to safeguarding and promoting the welfare of children and young people and expects staff and volunteers to share that commitment.

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSED
Qualifications and Training	<ul style="list-style-type: none"> NVQ level 3 or above qualification (or equivalent) - in exceptional circumstances, where local circumstances dictate, qualifications may be viewed as desirable Level 2 or equivalent qualification in English/Literacy and Mathematics/ Numeracy 	<ul style="list-style-type: none"> GCSEs including Maths & English or equivalent Additional qualifications 	Application Form
Experience	<ul style="list-style-type: none"> Experience of working in an administration or service based role 	<ul style="list-style-type: none"> Experience of working with children or in an educational setting Experience of working with Reprographics equipment Experience of ParentPay online payments Experience of electronic communication platforms for parents Experience of Capita SIMS 	Application Form
Skills, Knowledge and Aptitudes	<ul style="list-style-type: none"> Computer literate Knowledge of Windows computer systems and software e.g., Microsoft Office Administrative skills Ability to learn new IT systems Ability to relate well to children Ability to relate well to parents/carers Ability to work unsupervised Time management skills Organisational skills 		Application Form References Interview
Approach to Work	<ul style="list-style-type: none"> Flexibility Adaptable in performing a variety of tasks and roles Be receptive to change Teamwork Initiative Genuine interest in the education of young people Excellent attendance and punctuality Prepared to take every opportunity to further professional development 		Application Form References Interview
Personal Qualities	<ul style="list-style-type: none"> Excellent communication and literacy skills Enthusiasm Reliability Integrity Tact Patience Excellent interpersonal & communication skills Good sense of humour Capacity for hard work and resilient Ability to form and maintain appropriate relationships and personal boundaries with learners Committed to supporting the Catholic ethos Commitment to safeguarding and protecting the welfare of children and young people 	<ul style="list-style-type: none"> Practising Catholic 	Application form Interview References Task

Our Lady Queen of Peace

Student Services Receptionist/
Administrative Assistant
Appointment Process

Number of Roll : 854

Please visit our website www.olqp.org.uk for more information about the school.

Closing date for applications: 9.00am on Friday 13th June 2025
Interviews: Tuesday 17th June 2025

Applicants are asked to provide a completed application form including a supporting statement detailing why you believe your experiences, skills, personal qualities, training and/or education are relevant to your suitability for the post and how you meet the person specification.

Governors prefer applications to be returned by email to Mrs N. Barber
n.barber@olqp.lancs.sch.uk

Please note: Receipt of an application will be acknowledged by email. Only successful applicants will be contacted. It is our policy to take up references for shortlisted applicants from their present school. It would assist this process if you are able to provide email addresses for all referees on your application form. Applicants will be asked to produce original certificates for all education qualifications stated in the application form prior to the appointment being confirmed. All appropriate safeguarding and attendance at work checks will be requested.

If you have any questions regarding the application process, please contact us via the details below:

Our Lady Queen of Peace Catholic Engineering College
Glenburn Road
Skelmersdale
Lancashire
WN8 6JW

Tel : 01695 725635
Email : n.barber@olqp.lancs.sch.uk
Website: www.olqp.org.uk

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