



**The John Roan School**

The best in everyone™

Part of United Learning

# Candidate Application Pack

## Receptionist-Westcombe Park



# WELCOME



Dear Candidate,

Thank you for your interest in The John Roan School. Founded in 1677, The John Roan School is one of the oldest state schools in the country. As an ambitious learning community, we have the highest expectations of both students and staff. We live our PRIDE values, expecting our students to be proud, respectful, involved, determined and excellent in everything that they do at school. We demand that lessons are disruption free so that teachers can teach, and students can learn at all times and prioritise knowledge within this learning, delivering a knowledge-rich curriculum structured and sequenced in line with cognitive science.

We are looking for highly motivated and skilled professionals looking to join a thriving school. We want to hear from applicants who wish to build on our improvements, share our vision for providing an outstanding environment for teaching and learning and who like us, value drive, integrity, scholarship and contribution.

The John Roan School values personal development, and on joining the school you will have a wealth of opportunities to develop through our internal CPD programmes and within the United Learning group of schools. We are also ambitious about diversity and inclusion, so very much look forward to meeting candidates whose values reflect those in the job description to follow

**Dr Jennie Sanderson,**

**Principal**

Proud

Respectful

Involved

Determined

Excellence

# Working at The John Roan School

We are proud to be part of United Learning Trust, our schools work as a team and achieve more by sharing than any single school could. Our subject specialists, group-wide intranet, own curriculum, and online learning portal all help us share knowledge and resources, helping to simplify work processes and manage workloads for an improved work-life balance.

As a Group our staff are better rewarded: with good career opportunities, benefits, and ultimately, the satisfaction of helping children to succeed. We invest in our staff wellbeing, it's our core ethos we call 'the best in everyone'.

Central Office staff work closely with schools, offering a wealth of expertise to underpin our knowledge. The specialist departments, including HR, finance, technology, strategy and performance, estates, and marketing, work alongside dedicated school improvement teams.

## **Committed to having a diverse and representative team**

We welcome applications from everyone committed to our ethos and would particularly welcome applications from black and minority ethnic candidates, who are currently under-represented in the Group as a whole. We always appoint on merit.

## **Flexible Working**

At United Learning, we value the dedication, professionalism and hard work of our teachers, support staff and school leaders, and strongly believe that everyone should be able to do their job without sacrificing a family life or compromising their well-being. We are committed to encouraging and enabling flexible working opportunities throughout our schools wherever possible and will support employees seeking to work more flexibly.

Find out more about working with us at

<https://www.thejohnroanschool.org.uk/work-with-us/vacancies>

**CLOSING DATE: 08<sup>th</sup> August 2025 @ midnight**

## Job Description for Receptionist - Westcombe Park

**Job Title:** Receptionist - Westcombe Park

**Pay scale:** United Learning Support Staff Pay Scale  
Actual Salary £26,916.82 (F.T. E: £31,194 per annum annum)

**Working hours:** 37.5 hours per week, Term Time Only (39 weeks) 7.45am -4.15pm

**Reporting to:** PA/Office Manager

### **Overall Job Purpose:**

As a member of the Administration Team, the Receptionist for Westcombe Park is to undertake the role of lead school Receptionist and assist in a wide range of duties within the office administration and organisational processes within the school. They will also act as the initial point of contact for parents, visitors and other stakeholders so will be an ambassador for the school and will embody the value, vision and ethos of the school in all intentions in a professional and friendly manner.

### **Specific Duties:**

- To act as first point of contact on behalf of the school for all visitors, parents, deliveries and contractors; ensuring meeting and greeting in a professional manner to ensure a great impression of the school, whilst ensuring the school's safeguarding procedures are followed at all times
- To deal professionally, promptly and efficiently with incoming telephone calls, directing callers to the right person, taking messages and using judgement to screen calls if necessary
- To use tact and diplomacy when dealing with complex reception/visitor matters in sometimes difficult circumstances
- To be responsible for the smooth running and organisation of the reception area and all the associated duties and tasks, ensuring the reception desk, outer reception area and small meeting room are neat, and always ensuring information security and confidentiality
- Accurately record messages/incidents ensuring all messages are conveyed to the right person, promptly
- To take messages for staff and communicate them effectively
- To monitor the Westcombe Park Reception email box and executing requests
- To act as a central information point, liaising sensitively and effectively with staff, students and visitors accessing the reception area, responding to their individual needs, and providing advice and guidance where appropriate
- To be able to tannoy in emergencies
- To maintain and print off fire registers daily and attach to clipboards ready for fire drills
- To register the students who are late in the morning after 8.45am and make amendments throughout the day of students signing out or arriving late during the day
- To maintain a float of money for supply staff to be able to access catering facilities
- To open and distribute incoming mail and ensure the franking machine is topped up and all outgoing mail has the correct postage ready for collection each day by Royal Mail
- To sign out students, making sure authorisation has been given before calling home, ensuring all safeguarding procedures are followed. Check for proof of appointments and scan a copy to the HOY and Attendance Officer
- To check any On-call emails and ensure they are being dealt with, in a timely manner
- Make a note of any confiscated phones/items and place in labelled zip bag in the safe for collection/signature by student
- In the event of the fire alarm sounding, ensure all signing out, InVentry visitors log and student signing out sheets to be taken to the visitor fire point



- To be involved as required in general office routines e.g., type correspondence, ordering of stock, logging free school meals on Arbor, reports and other documents, as requested and required by PA/Office Manager
- To provide assistance/cover for other Admin staff as requested, across both sites
- To maintain office files, as required
- To maintain student information on the school's database system, as required
- Deal with ParentPay queries from student and parents
- To support with evening events, where required/requested

#### **Other Responsibilities**

- Any other duties commensurate with the general level of responsibility of the post as directed by the Schools Senior Administration Officer/PA/Office Manager/Principal
- Carry out lunch duty, as required (a lunch break will still be provided)
- To be trained as First Aider, carry out First Aid duties as required and lead on administering medication
- Undertake relevant training as required to support the functions of the post and to enhance personal development
- Attend meetings as and when required
- To be flexible and to be able to take part as/when required in marketing and liaison activities such as Open Evenings, Parents Evenings, Review days and liaison events with partner schools

#### **Performance Development**

- To take part in the school's staff development programme by participating in arrangements for further training and professional development
- To continue personal development in the relevant areas
- To actively engage in the Performance Management Review process

#### **School Policy**

- Promoting and complying with United Learning Trust's Equal Opportunities Policy in the opposition to and the eradication of all forms of discrimination and ensure that services are accessible to all users.
- Ensure that all duties and responsibilities are carried out in accordance with United Learning Trust's Health & Safety at Work Policy
- Be aware of and comply with policies and procedures relating to child protection, health, safety & security and confidentiality, reporting all concerns to an appropriate person.
- Contribute to the overall ethos, work and goals of the school

#### **Child Protection**

- To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by ULT and the School's safeguarding policy

*This job description is an illustration of the duties and responsibilities of the position. The post holder may be required from time to time to carry out other reasonable requests and duties as required, consistent with the responsibilities of the grade. As the school and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible. The school expects that the post-holder will recognise this and will adopt a flexible approach to work.*

**This post is subject to an enhanced DBS disclosure and MUST have the right to work in the UK. The post holder must be committed to safeguarding the welfare of children and positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the United Learning Equal Opportunities Policy and Code of Conduct.**



## Person Specification: Receptionist – Westcombe Park

|   | Essential | Desirable |
|---|-----------|-----------|
| <b>EDUCATION/QUALIFICATIONS</b>   |           |           |
| Minimum of Maths and English GCSE at Grade C or equivalent  | ✓         |           |
| Good numeracy/literacy skills   | ✓         |           |
| A record of Continuous Professional Development   |           | ✓         |
| <b>KNOWLEDGE AND EXPERIENCE</b>   |           |           |
| Minimum 2 years' experience in a school office / busy administration department                                       | ✓         |           |
| Experience of dealing effectively and conversing in a professional, friendly manner                                   |           | ✓         |
| Experience of use of Microsoft Office, including Excel, Word, Outlook and other IT software                           | ✓         |           |
| Experience of providing excellent customer service and deal with difficult enquiries appropriately, able to stay calm | ✓         |           |
| Ability to work on own initiative and contribute to the effective working of a close team                             | ✓         |           |
| Experience of undertaking a range of administrative tasks   | ✓         |           |
| Have a working knowledge of Arbor, or similar school MIS  | ✓         | ✓         |
| An awareness and understanding of safeguarding responsibilities of all adults who work with children                  | ✓         |           |
| First aid trained   |           | ✓         |
| <b>KNOWLEDGE AND EXPERIENCE</b>   |           |           |
| Strong IT skills including use of Word, Excel, Outlook and database entry   | ✓         |           |
| Able to work effectively under pressure and to tight deadlines  | ✓         |           |
| Ability to complete work to a high standard, with accuracy  | ✓         |           |
| Excellent timekeeping, time management and attendance   | ✓         |           |
| Be able to think creatively to help solve problems  | ✓         |           |
| Excellent organisational ability  | ✓         |           |
| Prioritise, plan and organise your own workload and meet deadlines  | ✓         |           |
| Calm and focussed under pressure  | ✓         |           |
| Ability to communicate effectively with all staff, parents and pupils   | ✓         |           |
| Maintain a professional image and be able to always respect confidentiality   | ✓         |           |
| Build and maintain effective relationships within the admin team, school environment and the local community          | ✓         |           |
| Ability to be flexible where necessary, including out of hours working on occasion                                    | ✓         |           |
| Willing to learn and undertake training   | ✓         |           |
| Committed to carry out role to best of ability  | ✓         |           |