



ALL HALLOWS

PREPARATORY SCHOOL



FREEDOM *TO* LEARN

Application Pack Administrator / Receptionist

An innovative co-ed independent prep school
in the heart of Somerset
for pupils aged 3 to 13 years

Contents

3	Welcome
4	Mission and Aims
5	Intellectual Characteristics - What does a good learner look like?
6	Job Description
9	Person Specification
10	How to Apply
11	Invitation to Interview



Address All Hallows School, Cranmore Hall, East Cranmore, Shepton Mallet, Somerset. BA4 4SF
Telephone 01749 881600
Email recruitment@allhallowsschool.co.uk
Website www.allhallowsschool.co.uk

At All Hallows School we are committed to Safer Recruitment and therefore this appointment will depend on the successful completion of a Disclosure and Barring Service check.

Welcome to All Hallows

Thank you for your interest in the position of Administrator / Receptionist at All Hallows School.

We are looking for an enthusiastic, friendly and outgoing candidate to join our Administration team. Our reception hub is a busy hive of activity where parents, pupils, visitors, staff and contractors all come in with different needs. If you like to be busy, have excellent ICT and interpersonal skills and understand the importance of being the first point of welcome into our school, then we would love to hear from you.



Happy children are successful children. In the classroom, beyond the classroom in our stunning grounds and in every activity we offer, the focus is on enjoying learning, learning how to learn, having a go, developing a good work ethic and acquiring skills that will last well beyond childhood. Each pupil is supported and encouraged by the other boys and girls and by a strong and committed staff. Whilst protected and nurtured, the children are also challenged and stretched in order to develop their ability to thrive as resilient adults in the future.

At All Hallows, everything we do is based around the wellbeing and fulfilment of the children; we believe each child should be allowed to develop at his or her own pace. As a Christian school our guiding stars are the two great commandments, to love God and to love our neighbour, and we warmly welcome children and staff from all faiths, or none.

If this is the sort of role and school that interests you, I really look forward to receiving your application.

Trevor Richards

Dr Trevor Richards (CPsychol)
Head

All Hallows' Ethos

Every child has an inherent value, which is exceptional and exclusive to them. Our mission is to provide a secure, happy and inclusive community, where children will develop the inner confidence and self-esteem necessary to flourish in our rapidly changing world. Whilst we protect and nurture our children, we also challenge and extend them in order to build their ability to thrive as adults in the future.

We strive to ensure that individual minds are broadened and perspectives widened. We encourage learning, independence of thought and the cultivation of self-belief, skills, wisdom and curiosity.

We are preparing each child to live life to the full, encouraging them to live responsibly and thoughtfully, embracing with energy and enthusiasm the great opportunities that lie ahead. It is our sincere desire that each will use their knowledge, skills and passions, and their understanding of the Christian faith, to make the world a better place – and believe they can do so.

All Hallows' Aims

Intellectual

Through the school's teaching and learning, we aim to promote each pupil's intellectual character, cultivating their capacity to combine thinking skills with knowledge, confidence and self-esteem, to believe in the legitimacy of their own thoughts, to speak their mind articulately (but change it when required), to contest poor thinking and prejudice assertively, and enjoy the challenge of mental sparring. We foster intellectual risk-taking and curiosity, independence, resilience and effective learning habits within an ambitious, supportive learning community where individual learning profiles are nurtured and celebrated, and where all children are encouraged to strive to achieve their very best.

Personal

We aim to instil an understanding, appreciation and love of healthy lifestyle choices by offering a wide range of personal development opportunities through sports, music, drama and an extensive array of activities to supplement and enhance classroom learning. Every aspect of school life is seen as a learning opportunity and a chance to promote the development of the whole child.

Creative

We encourage children to take a creative approach to all that they do. We aim to foster diversity, critical thinking, imaginative insights and fresh ideas through ensuring children are in touch with things that inspire and excite them. We encourage children to express themselves, to collaborate, to exchange ideas and build collective solutions to complex problems.

Emotional

Happiness, confidence and self-esteem are key to living a fulfilled life and underpin great learning. We strive to develop children's emotional intelligence, encouraging resilience, effective communication skills, empathy, forgiveness and respect for others. We want our children to develop their global awareness and social responsibility, to embrace energetically and contribute to the communities and environments in which they live.

Spiritual

We aim to awaken the children spiritually through the integration of Christian principles into the school's everyday life, the provision of warm relationships, prayer, worship and opportunities for reflection and contemplation.

Intellectual Characteristics - What does a good learner look like?

If we were to visualise a picture of a good learner, we would think about a person who has the following intellectual characteristics:

Cognitive (Thinking Skills)

- **Curiosity** – an eagerness to ask questions, to discover, to learn and understand new things.
- **Originality** – the inclination to be creative, to think laterally to generate innovative ideas and solve tricky problems.
- **Good judgement** – a desire to think critically, to assess options carefully and think about the value of ideas and information before making decisions.
- **Flexibility of mind** – a readiness to be open-minded, to recognise alternative perspectives, welcome alternative viewpoints and change one's mind in light of new evidence.

Emotional

- **Ambition** – a desire to aim high and set clear goals. A willingness to put in lots of effort and to try and be the very best one can be, knowing that hard work makes a difference.
- **Initiative** – a willingness to be independently minded, think ahead, be organised and work things out for oneself.
- **Focus** – the willingness to be careful, accurate and thorough; to pay attention to detail and avoid silly mistakes. A proficient learner can concentrate well, as well as become absorbed in what one is doing.
- **Risk-taking** – the courage to take a chance rather than to choose the easy option; to be open to fresh challenges and push oneself to develop new skills, even when success may not be guaranteed.
- **Resilient** – a willingness to seek alternative ways of doing things when one comes up against an obstacle and persists when it might be easier to give up. It is also important to have a sense of humour and recognise that everyone stumbles, but what matters is learning to deal positively with any feedback.
- **Reflectiveness** – an inclination to review and consider methods and approaches that have been tried. Good learners think about both successes and failures with a view to making the most of their potential. They appreciate that much of their success is due to their own efforts, rather than just their innate ability.

Social

- **Collaboration** – the capacity to work productively with other people and to build collective solutions. They know when to seek help from and when to support other people, along with when to speak up and when to compromise.
- **Self-assurance** – the belief in one's own capabilities and the confidence to deal positively with difficult or unexpected challenges, knowing that learning can be a struggle at times. In fact, effective learners understand that we learn best when we have to think hard about something.



Job Description

Job Title: Administrator / Receptionist

Responsible to

- The Head
- The Bursar
- Front of House Manager

Overall Purpose of the Job:

To provide an efficient, accurate and friendly service as part of the Admin and Reception team; with strong ICT skills and an understanding of the importance of being the first point of contact for the school.

Specific Areas of Responsibility

- To be aware of your own responsibility for promoting and safeguarding the welfare of children and adhere to and ensure compliance with the relevant Child Protection Policies and Procedures at all times.
- To be positive, fully committed and promote the ethos, vision and aims of the School wholeheartedly at all times.
- To provide a warm welcome to all visitors to the school ensuring that first impressions of the school are as we would want them to be, in line with the ethos.
- Providing support to Admissions Officer and the Front of House Manager which will involve data processing for new pupils, administration of the short stay programme, preparing materials for visitors and visiting pupils on taster days, publishing information to the parent portal.
- Help in the creation of programmes for music, sports and drama events, as well as the Prize Day programme.
- Additional administrative support as and when required
- Distribution of Diaries, magazines and other materials to go home with pupils.
- Booking & organising whole school, team and individual photos including the timetabling staff/pupils and liaising with external photographers.
- Preparation of name plates for staff and parents and the collation of parent attendance at Parent Consultation meetings.
- Organising or creating signage for events in collaboration with the Domestic Bursar and the Marketing team.
- To man the Reception desk or ensure cover is in place at all times. This role involves:
 - ensuring that the Reception Office is tidy and welcoming and contains relevant materials for visitors at all times
 - to ensure that visitor sign in/out procedures are adhered to at all times to ensure child safety.
 - responding to queries from parents, visitors and pupils and passing on messages to staff as required
 - first responder to incoming telephone calls
 - signing in late arrivals
 - receiving post and distribution

- To manage the staff 'pigeonhole' system, including updating new staff and removing leavers as necessary.
 - receiving deliveries and advising staff accordingly
 - sign out sports teams and trips
 - act as a point of contact for sport teams and trips, recording information about children going straight home from the match with parents
 - sign in sports teams and trips on return to school
 - frank outgoing post and prepared in time for daily collection
 - to manage the info@allhallows email account, handling and forwarding all emails.
 - to take a keen interest in all that goes on within the school to ensure the relevant knowledge to handle all interactions effectively and to be able to offer solutions.
 - supporting staff in the production of achievement certificates when requested
 - monitor room bookings for meeting rooms such as St Bede's
 - assisting with sign-out and provide cover when required.
- To monitor and log pupil registration. This involves:
 - pre-recording planned absences in iSAMS once agreed by the Head.
 - recording unplanned absences in iSAMS.
 - recording morning registration and following up with parents whose children are not in school and no reason has been given
 - recording afternoon registration
 - maintaining fire registers
 - preparing registers for signing out of pupils
 - preparing after-school activity and late stay registers
 - following up on children who have left site without being signed out
 - Trips and events:
 - collate information about trips including consent forms and medical forms
 - collate event responses and produce lists of attendees
 - Communications to parents:
 - email and send SMS messages to parents under the guidance of the Front of House Manager in accordance with the school's communications matrix.
 - Any other reasonable request commensurate with the nature of the post.

General Responsibilities

- Establish effective, professional, positive working relationships with colleagues.
- Be responsible for personal health and safety at work.
- Work within the school's Equal Opportunities Policy, Acceptable Usage Policy and all other relevant policies, as well as the Staff Handbook and Code of Conduct.
- Make the Front of House Manager aware of any personal professional development needs.
- Participate in school INSET training and Staff Appraisal process.
- Attend Staff Meetings as required.
- Handle confidential information with due regard for GDPR and maintain confidentiality both of the school's affairs and those of its clients.

Key Work Skills

- Organisational Skills – able to prioritise tasks on a daily and long-term basis achieving all deadlines and constantly balance what's important with what's urgent.
- Attention to detail – the ideal candidate has high standards in all aspects of their work and that of others and ensures standards are maintained at all times.
- Professional & trustworthy – able to respect the profile and image of the school at all times and the confidentiality this unique position requires through the sensitive situations that may arise.
- Personnel skills – a natural warmth and patience with people and the ability to engage at many different levels. A great team player but also energetic, caring, self-motivated and driven.
- Communication Skills – a superb communicator in all senses – through the written and verbal word. Communicates in a timely, relevant and professional fashion and sees the critical role excellent communication plays within organisations. Demonstrates excellent writing and presentation skills.
- Initiative – the drive to identify and anticipate future opportunities and challenges and what needs to be done.
- Flexibility & Reliability - Highly flexible, able to adapt and respond positively to a variety of situations and people in order to meet changing priorities. Reliable at all times.
- Energetic – driven to achieve results that exceed expectations. A 'half full' as opposed to a 'half empty' person.

Confidentiality

During the course of employment, you will have access to information of a confidential nature. Under no circumstances may this information be divulged or passed on to any unauthorised person or organisation. In addition, he/she must process the data and personal information in accordance with the terms and conditions of the General Data Protection Regulation 2018 and properly applied to pupil, staff and school business/information.

Professional Standards

- Have due regard for the job descriptions, responsibilities and authority of other staff.
- Maintain a professional approach when communicating with parents and children.
- Be ready to listen and to try new ideas and working practices.
- Set a good example to children through presentation, personal appearance, conduct and language.
- Maintain high personal standards of appearance, behaviour and punctuality.
- Request permission from the Front of House Manager or Bursar for any absence from school and to give notice to those concerned in good time so that cover can be arranged for any absence.



Person Specification

Qualifications and experience required

- Experience in a similar role within a school or office environment.
- Computer literacy on wide range of software programmes including Word, Database, Excel and Outlook.
- Knowledge of school information systems, particularly iSAMS, would be beneficial but not essential.
- Desktop publishing skills an advantage but not essential
- Understanding of boarding schools desirable.
- Creativity and flair in creation of school production materials would be beneficial but not essential.

Other skills required

- Attention to detail
- Ability to prioritise effectively
- An ability to adhere to defined procedures and to contribute to developing those procedures where improvements are identified.
- Excellent organisational skills to keep a clear desk-top, clear computer desk-top and a minimal email inbox by using efficient filing systems where appropriate.
- Excellent time management.
- Strong communicator – sensitive and effective.
- An ability to establish effective working relationships with a wide range of people including pupils, parents and colleagues.
- Ability to work under own initiative.

Personal qualities

- Positive and welcoming.
- Efficient.
- Kind and considerate with adults and children.
- Trustworthy.
- Well presented.
- Willingness to contribute to the school community.
- High standards and expectations.
- Ability to work individually and as a team.
- A sense of humour and enjoyment at work.

Working Hours

- Permanent full-time position with a generous holiday allowance, to be taken during school holidays.
- Monday to Friday 08.00am to 17.15pm, with an hour for lunch. Hours over holiday periods to be 9:00 – 16:00.
- 13 Saturdays to be worked during term time with a day off in lieu (day to be negotiated with manager)

Benefits

- All Hallows Preparatory School is situated in the beautiful surroundings of the Somerset countryside just 7 miles from Frome and close to Bath and Bristol.
- Fee remission for staff.
- Free lunch during term time.
- Car parking on site.

How to Apply

The post is for September 2019

Application Form

- Applications will only be accepted from candidates completing the enclosed Application Form in full. CVs will not be accepted in substitution for completed Application Forms in the absence of good reason. Equal-opportunities and child protection policy statements are available on request from the school.
- This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared.
- Candidates should be aware that all posts in the school involve some degree of responsibility for safeguarding children, although the extent of that responsibility will vary according to the nature of the post.
- You will be required to complete a Disclosure from the Disclosure and Barring Service
- We will seek references on candidates and may approach previous employers for information to verify particular experience or qualifications, before interview.
- If you are currently working with children, on either a paid or voluntary basis, your current employer will be asked about disciplinary offences, including disciplinary offences relating to children or young persons (whether the disciplinary sanction is current or time expired), and whether you have been the subject of any child protection allegations or concerns and if so the outcome of any enquiry or disciplinary procedure. If you are not currently working with children but have done so in the past, that previous employer will be asked about those issues. Where neither your current nor previous employment has involved working with children, your current employer will still be asked about your suitability to work with children, although you may where appropriate answer 'Not Applicable' if your duties have not brought you into contact with children or young persons.
- You should be aware that provision of false information is an offence and could result in the application being rejected or summary dismissal if the applicant has been selected, and possible referral to the police and/or Department for Education Children's Safeguarding Operation Unit.

Invitation to Interview

- If you are invited to interview this will be conducted in person and the areas, which it will explore, will include suitability to work with children.
- All candidates invited to interview must bring documents confirming educational and professional qualifications that are necessary or relevant for the post (e.g. the original or certified copy of certificates, diplomas etc). Where originals or certified copies are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained from the awarding body.

- All candidates invited to interview must also bring with them:
- a current driving licence including a photograph or a passport or a full birth certificate
- a utility bill or financial statement showing the candidate's current name and address
- where appropriate, any documentation evidencing a change of name.

Please note that originals of the above are necessary. Photocopies or certified copies are not sufficient.

Conditional Offer of Appointment: Pre-Appointment Checks

- Any offer to a successful candidate will be conditional upon:
- receipt of at least 2 satisfactory references
- verification of identity and qualifications
- a check at Department for Education List 99
- a satisfactory DBS Enhanced Disclosure
- where the successful candidate has worked or been resident overseas in the previous ten years, such checks and confirmations as the School may require in accordance with statutory guidance
- verification of medical fitness in accordance with DCFS Circular 4/99 Physical and Mental Fitness to Teach of Teachers and Entrants to Initial Teacher Training
- satisfactory completion of the probationary period.

Please note:

Where a candidate is:

- found to be on Department for Education List 99, or the DBS disclosure shows he/she has been disqualified from working with children by a Court; or
- found to have provided false information in, or in support of, his/her application; or
- the subject of serious expressions of concern as to his/her suitability to work with children the facts will be reported to the Police and/or the Department for Education Children's Safeguarding Operation Unit.

Equal opportunities for all.

Positive about disability.

