



Front Office Administrator and Receptionist

*Closing 14th September
ASAP start date*



Reach Academy Feltham exists to transform the lives of our pupils by giving them the skills, attitudes and attributes to flourish in any career and live happy and healthy lives, full of choices and opportunities.

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Tutor
Fellow

Associate
Assistant
Headteacher

Claire Couves

"I get to work with a team of incredible teachers and leaders who are committed to achieving our shared vision. I am constantly inspired by my colleagues and supported to develop."

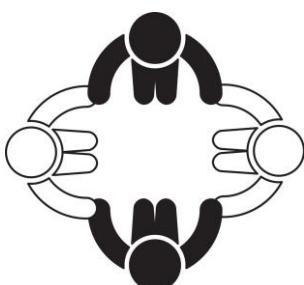


“The mission and ethos of Reach Academy permeates everything that we do.

There is a genuine can-do attitude amongst staff that makes Reach a fun place to work.

If you are passionate about making a difference, then Reach is the place for you.”


*Juan Pedroza,
Volunteer at Reach (2012)
to Head of Phase 1 (2021)*



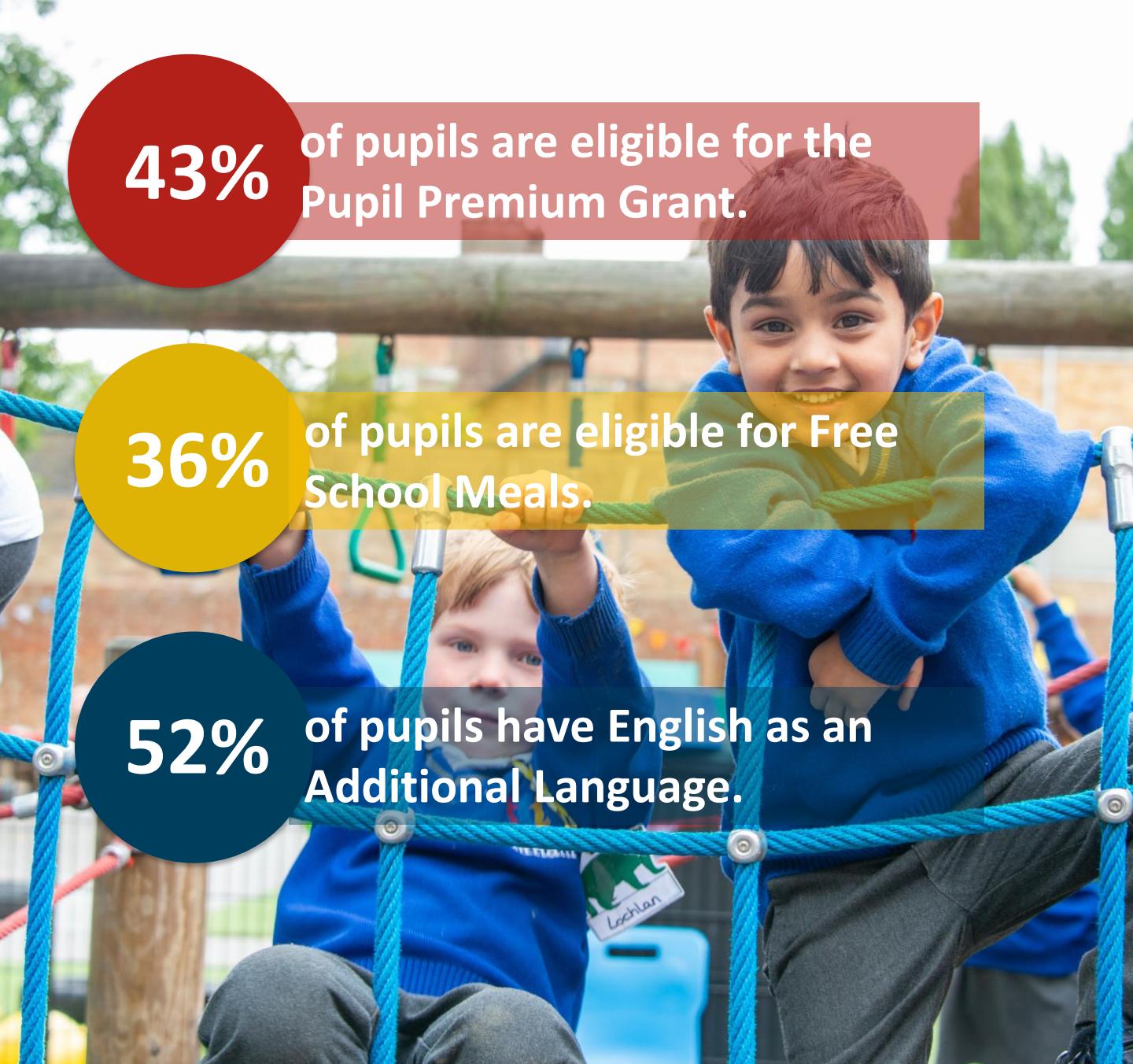
We work as a **team** to ensure the best education for our children.



We strive to be better everyday.
Weekly **coaching** is key to this.



We take care of each other. We welcome **flexible** work & families.



43% of pupils are eligible for the Pupil Premium Grant.

36% of pupils are eligible for Free School Meals.

52% of pupils have English as an Additional Language.

With only 60 pupils per year group our school is **SMALL**

We educate children from the age of 2-19 years **ALL-THROUGH**

For all children we have unashamedly **HIGH EXPECTATIONS**

We train teachers to be the very best **THEY CAN BE**

We work hard because we believe in the **VISION**

JOB DESCRIPTION

Front Office Administrator and Receptionist

Reports to: Operations Manager

Start date: September 2021

Salary: £18,500 pro rata

Contract term: Permanent, term time only 7.30am-4pm



The Role

We are seeking an energetic and enthusiastic individual to join the school operations team.

The role will require you to meet the challenges of a fast moving school environment: providing service, assistance and solutions to all stakeholders in person, over email and on the phone as well as complete administrative tasks on behalf of the school leadership team.

You will set high standards of customer service, be flexible, proactive and well organized.

Main Responsibilities

- Meet and greet all visitors to school reception.
- Provide assistance and solutions to all school related enquires in person, electronically and over the phone.
- Responsible for the reception area—clean, tidy, well presented and engaging.
- Answer the phone swiftly and professionally.
- Filtering and managing calls.
- Assisting with events - setting up and clearing away.
- Assist with daily registers.
- Responsible for incoming and outgoing mail and deliveries.
- Assist with staff printing requests.
- Provide administrative support for the school office and teaching staff.
- Administer school communications including text and email.
- Administer behaviour data on MS Excel and communications home.
- Adhering to healthy and safety policies.
- Support the pastoral care of pupils, particularly those that are vulnerable.
- Provide first aid cover (training provided).
- Align and uphold the Academy vision, standards of behaviour, discipline and exclusion policy.
- Deal effectively and sensitively with child protection issues.

You will always follow all school practices and protocols relating to Safeguarding and Child Protection and will act as a guardian and steward of the building and the community, ensuring that resources are taken care of and managed effectively. You will proactively take responsibility for your own development, seeking opportunities to learn, grow and lead.

You will undertake any other duties as directed by the Leadership Team.

Person Specification

- Experience of working in an office setting (D)
- Values driven (R);
- Competent in the use of MS Word, MS Excel (R)
- Qualified to GCSE or higher in English and Maths (R)
- Excellent ICT skills (R)
- Proactive, solutions drive and excellent attention to details (R)
- Strong belief in excellent outcomes for all, especially the most vulnerable (R);
- Excellent communication, interpersonal & organisational skills (R). **We will invest in any necessary training for you.**

R = Required

D = Desired



Reach Academy is committed to ensuring our workforce is reflective of our diverse student population and is therefore committed to increasing representation of staff of Black, Asian and Minority Ethnic backgrounds across all roles and at all levels.





“My favourite thing about Reach Academy is the teachers. They are all so dedicated and supportive and you can really feel it around the school.”



Safer recruitment process

Reach Academy is committed to safeguarding and promoting the welfare of children and young people.

In order to meet this responsibility all candidates will be subjected to a rigorous selection process to discourage and screen out unsuitable applicants. This process is outlined below. Please do not hesitate to contact the school if further detail is required.

Disclosure This post is classified as having substantial access to children, and appointment is subject to an enhanced police check of previous criminal convictions (DBS). Applicants are required, before appointment, to disclose any conviction, caution or binding over including 'spent convictions' under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020). Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar individuals from employment – this will depend upon the nature of the offence(s) and when they occurred. The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.

Interview Candidates will be subject to an in-depth, in-person interview and assessment, along with a telephone interview in some circumstances. At each stage of the process candidates will be asked to address any discrepancies, anomalies or gaps in their application form or arising from information gained at the previous stage of the recruitment process.

Reference checking References from the previous and current employers will be taken up for shortlisted candidates, before interview, and where necessary employers may be contacted to gather further information or address any discrepancies, anomalies or gaps in the reference provided.

Probation All new staff will be subject to a probation period (which may, in certain circumstances, be extended). The probation period is a trial period, to enable the assessment of an employee's suitability for the job for which they have been employed. It provides Reach Academy with the opportunity to monitor and review the performance of new staff in relation to various areas, but also in terms of their commitment to safeguarding and relationships with pupils.

Equal Opportunities Reach Academy is dedicated to providing equal opportunities and will monitor the recruitment process rigorously to ensure fair access and opportunity for all. Reach Academy is committed to ensuring our workforce is reflective of our diverse student population and is therefore committed to increasing representation of staff of Black, Asian and Minority Ethnic backgrounds across all roles and at all levels.

If you require assistance in reading this information or in completing the application form, please contact recruitment@reachacademy.org.uk.

JOIN OUR TEAM



Reach Academy
Feltham

recruitment@reachacademy.org.uk