THE BASILDON ACADEMIES

Receptionist

Recruitment Information for Candidates

Application Deadline – Friday 1st July 2022



Contents

Executive Headteacher's welcome.....3

The Lower Academy.....4

The Upper Academy.....5

Job description, person specification and responsibilities.....6-7

Application Procedure.....8-9

Maps.....10



Dear Applicant

Thank you for expressing an interest in joining The Basildon Academies.

Student welfare, academic progress and achievement is at the heart of everything we do at our Academy.

Our Academy vision is to drive:

- Social Mobility - equality of opportunity for our young people to succeed
- Moral Purpose - resilient positive decision makers
- Cultural Capital - equity of opportunity and life experiences
- Spiritual Awareness - reflective citizens and active curious learners

The Academy offers students the unique opportunity to begin their learning journey at our Key Stage 3 Lower Academy, and complete it at our Key Stage 4 & 5 Upper Academy.

Our Key Stage specialist sites enable us to offer our students age appropriate curriculum choices, support, challenge and enrichment.

We recognise the power and impact that quality enrichment can have on young lives and minds. Our enrichment programme is an essential and valuable part of our school day. All students engage in an enrichment of their choice each day as part of their curriculum.

The age appropriate enrichment curriculum supports a 'Passion for Learning' in Key Stage 3, a 'Passion for Purpose' in Key Stage 4 and a 'Passion for Life' in Key Stage 5. Our enrichment curriculum builds student resilience, self-esteem, sense of belonging and love of learning. It provides equity of opportunity, stretch & challenge, employability skills and broad experiences supporting our student cultural capital and social mobility.

Our two academy model offers our Year 7 intake a guaranteed future place in our growing and thriving Sixth Form.

The Basildon Academies Sixth Form offers personalised curriculum pathways, tailored to individual needs and aspirations. Strong support networks alongside quality teaching ensure academic success and preparation for university or the workplace.

Yours sincerely



Mr G.Smith B.Ed (Hons), NPQH
Executive Headteacher

The Basildon Academies are two state of the art Academies based in Essex, just 35 minutes from London and approximately 1 mile apart. We are unique in the way the academies are set up with The Lower Academy specialising in the teaching of our students aged 11-14 whilst the Upper Academy specialises in our 14-19 year old students.

The Lower Academy is focussed upon developing the whole child; our curriculum has been developed to enable our students to develop their knowledge, understanding and skills so that they will become lifelong learners. This includes opportunities for linguistic, mathematical, scientific, technical, human, social, physical and artistic learning so that students make progress in a wide range of subjects. The Lower Academy offers a supportive and nurturing environment to allow our students to find their adult feet as they become fully prepared for their transition to the Upper Academy.









The Upper Academy is focussed upon creating the best environment and conditions for all students to fully achieve their true potential, make at least expected progress and attain the very best grades they can in their final exams. The range of courses on offer allows students to become specialised in their favourite target areas and at the same time retain the very strong focus upon gaining good qualifications in maths, English and science at GCSE level.









Our strong Sixth Form is a major part of the Upper Academy with the structure modelling itself on developing independent learning skills like those seen in universities which allows students to continue their studies in their specialist subject areas. Students are very much encouraged to become mature adults being engaged in many aspects of the life of the academy which further develops those much needed skills to go on into university or the world of work.

Position: Receptionist

Responsible to:	Academy Support Manager
Salary Range:	Band 2 - Actual salary £16,944
Working weeks:	41 weeks – term time plus 2 weeks in the school holidays.
Working Hours:	37 hours per week (between 7:15am & 4:30pm)

Purpose

The Receptionist is the first point of contact for the students, parents and visitors, and will be responsible for the day to day operation of a busy main reception area, which operates between 07.15am and 4:30pm. The Administration staff will work flexibly between these hours.

You will be placing, receiving and routing calls across both Academies, dealing with students' queries, meeting and greeting parents and visitors alike, relaying messages effectively and efficiently, and supporting the administration team with general admin tasks such as preparing letters, booking appointments, typing, photocopying, filing, opening mail, etc.

Principal Accountabilities and Key Tasks:

Key responsibilities for the role of Receptionist include:

- To provide a professional and corporate representation of the Academies
- To meet, greet and assist with queries or questions from students, parents, colleagues and visitors alike
- To request information so that the enquiry is dealt with is the most efficient and effective manner
- To deliver a quality customer based service
- To maintain the internal communication system
- To re-direct calls within the Academy
- To relay and route written and verbal messages
- To route emergency calls appropriately
- To operate a two-way radio
- To operate the visitor security system
- Undertake typing and word processing and other admin-based tasks
- To distribute post and ensure that outgoing post is prepared ready for collection
- To provide first aid support to students and staff as required.

Administration Support

- To support other administrative staff by providing secretarial, clerical and administrative support in order to ensure that Academy services are provided in an effective and efficient manner
- Any other duties as required by the Academy Support Manager to support the operational needs of the Academies.

Person Specification (E - Essential/D - Desirable)

Experience

- Previous switchboard experience (D)
- General knowledge of office procedures (E)
- Experience of working within a school (D)
- Good Customer Service Skills (E)

Attributes & Skills

- Excellent interpersonal skills with clear and concise communication (E)
- Strong organisational skills (E)
- Multi-tasking ability (E)
- High attention to detail (E)
- Work within a busy and fast paced environment (E)
- Professional telephone manner (E)
- Composure under pressure (E)
- Ability to effectively use ICT packages (E)
- Ability to communicate effectively, verbally and in writing to colleagues, pupils, and
- official visitors (E)
- Work constructively and flexibly as part of a team, understanding school roles
- and responsibilities (E)
- Ability to identify own training and development needs and participate in on-going training (E)

Personal Attributes

- Ability to deal calmly with different situations as they arise (E)
- Develop good relationships with pupils, parents and staff (E)
- Understand and respect the principles of confidentiality (E)
- Understanding of, and ability to provide, best practice in customer care (E)
- Be reliable and flexible (E)

Education and Qualifications

NVQ level 2 or equivalent in Business Administration (D)

Minimum of 5 GCSE Grade C or above including English and Mathematics (D)

First Aid training (D)

Application Procedure

i. Read carefully all the information about this post

ii. If you have any questions, please telephone or email our Academy Support Manager Lisa Church on 01268498710 or email recruitment@basildonacademies.org.uk

iii. Complete the application form as fully as possible. If there is insufficient room on any section of the form, please provide the additional information on a separate sheet. Please note that your application form will be photocopied for the Selection Panel, therefore clarity is essential. It is important that you do not leave any gaps in your career history – any gaps in employment should be fully explained please.

iv. Send your completed application form by email (if downloaded from our website) or through the post to:

recruitment@basildonacademies.org.uk

Ms Lisa Church
Academy Support Manager
The Basildon Academies
Wickford Avenue
Pitsea, Basildon
Essex, SS13 3HL

Appointment Process

i. Suitable applications will be shortlisted for interview (as quickly as possible)

ii. If you are successful, you will receive either a phone call and/or email inviting you to attend for interview. It is therefore important that you give us a daytime telephone number and/or an email address that you regularly access so that we can contact you to make the necessary arrangements if you are shortlisted.

The Basildon Academies are committed to supporting colleagues with disabilities. If you have a disability, please give details of adjustments you require for the selection process or to do the job itself.

Pre-employment Checks

The Basildon Academies is committed to safeguarding and promoting the welfare of children and young people, and an appointment will be subject to satisfactory enhanced disclosure from the Disclosure and Barring Service. Please note that an enhanced check will reveal all criminal convictions on record, including those that might be considered "spent".

The successful applicant will also be required to:

• Provide details of two referees who know you in a professional capacity, if at a school, one of which must be your current Headteacher. It is our usual policy to take up references BEFORE interviews where possible. Employment is conditional on these references being deemed satisfactory.

• Provide proof of all relevant qualifications.

• Provide proof of eligibility to work in the UK

• Complete a Medical Declaration and receive fitness to work.

Equal Opportunities

The School is an Equal Opportunities employer and appointments are based on the applicant's ability to meet the requirements of the position. The School is opposed to any form of discrimination against any individual or group and welcomes the fact that our School includes a diversity of individuals from many races and cultures. Behaviour which is discriminatory on the grounds of race, colour, culture, nationality, gender, sexual orientation, disability, religion, will not be tolerated.

Recruitment monitoring information

The Basildon Academies are committed to ensuring that applicants are selected for appointment on the basis of their ability relevant to the job. Completion of the Recruitment monitoring information form is not compulsory but will help us to ensure that our policy and procedures are effective in avoiding discrimination and promoting equal opportunities in recruitment. The information you provide will be used for monitoring and statistical data purposes only and will not be seen by the short listing panel.

The Basildon Academies are committed to safeguarding and promoting the welfare of children and expect their staff to share this commitment.



THE BASILDON ACADEMIES



