



# Clifton High School

**CANDIDATE INFORMATION**  
**SCHOOL RECEPTIONIST**



# CONTENTS

<b>INTRODUCTION TO OUR CLIFTON HIGH SCHOOL</b>	<b><u>PAGE 3</u></b>
<b>JOB DESCRIPTION</b>	<b><u>PAGE 4-8</u></b>
<b>PERSON SPECIFICATION</b>	<b><u>PAGE 9</u></b>
<b>CLIFTON HIGH SCHOOL AS A BUSINESS</b>	<b><u>PAGE 10</u></b>
<b>BEING A CLIFTON HIGH SCHOOL EMPLOYEE</b>	<b><u>PAGE 11</u></b>
<b>OUR CLIFTON HIGH SCHOOL VALUES</b>	<b><u>PAGE 12</u></b>



# BEYOND A SCHOOL, a place to belong



## AN INTRODUCTION TO OUR SCHOOL

Clifton High School is future-focused with traditional values. Located in the heart of the beautiful and picturesque Clifton Village in Bristol, we are a mid-sized, all-through, independent school, educating boys and girls aged 3-18 years.

‘Realising Individual Brilliance’ is more than a tagline at Clifton High School; it is an aspect of education we truly believe in and see exemplified every day. Each child's unique talents and qualities are nurtured and celebrated in ways bespoke to them as an individual.

Clifton High School is renowned for its strong pastoral and family ethos. The safety and well-being of each pupil is our priority, ensuring emotional and personal development is given the same level of importance as academic achievement.

Our community rapport, teacher encouragement and continuous support create an atmosphere where children and young people develop happily and progress successfully. Parents often comment on the excellent relationships between staff and pupils as “relaxed yet always respectful”.



## **JOB DESCRIPTION**

**Job Title:** School Receptionist (Part-time, Job Share)

**Department:** Business Support

**Reports to:** School Office Manager and SLT Support

### **PRIMARY PURPOSE OF THE ROLE**

The Clifton High School Receptionist will be the first point of contact for visitors and callers to the School, providing a warm and friendly welcome and an excellent first impression. The School Receptionist must be well presented, professional and customer service orientated with exceptional interpersonal, organisational and communication skills. In addition to reception duties, they will support the School Office in administrative tasks.

The post-holder will be adaptable and have the capability to remain calm and approachable in the busiest working environments, whilst maintaining high standards.

### **SAFEGUARDING**

Clifton High School staff will be committed to safeguarding and promoting the welfare of children and young people across this 3-18 School, both in and out of the School when in their charge and care. They will also ensure that any volunteers they have engaged to work with the children and young people are also committed to safeguarding and are fully aware of the School's policies and procedures beforehand.



## **TERMS & CONDITIONS SPECIFIC TO THE ROLE**

This is a term time only role from 2.45 to 6.15pm. The role is 17.5 hours per week, Monday to Friday.

The Afternoon Receptionist will also be expected to work until approx. 7.15pm on twelve occasions (approx.) per year to support parents' evenings. Payment for these hours will be made following submission of an Additional Hours Claim Form.

Attendance at annual School events and CPD days is required. Annual events include Rose Day (which is on a Saturday) and the annual School carol concert. Additional hours will be required from time to time and will attract time off in lieu.

All School Office staff members are expected to be First Aid trained, which the School will pay for.

There is a pension scheme for all Business Support Staff and a School Fee Remission Scheme may also be available. All staff are entitled to a two-course daily lunch during term time and refreshments throughout the School day.



## MAIN RESPONSIBILITIES

### Reception – Visitors

- Ensure the smooth running of the Front of House; greeting all visitors to the site, including parents, prospective parents or pupils, Governors, visiting professionals and other contractors, making sure all are made to feel welcome
- Control access into the School premises for all visitors, managing the intercom system on the external gates
- Ensure all visitors are signed in and are given a visitor or appropriate lanyard, arranging for them to be escorted to their destination
- Inform visitors of appropriate health and safety and safeguarding procedures
- Ensure that key information is available, including hard copies of regulatory policies
- Ensure the safe exit of all visitors in the event of a fire or site evacuation

### Reception – Telephone Calls

- Operate the main telephone line, answering all calls in a courteous, helpful and professional manner
- Ensure all telephone calls/messages are correctly routed/passed quickly to intended recipients, facilitating quick and effective communication
- Ensure the answerphone message is kept up to date in liaison with the IT Department.
- Clear messages each morning, acting on any arising matters
- If notified of pupil absences, pass this on to the Attendance Officer immediately.
- Ensure that they are aware of the process for notification of an ISI inspection and how to act subsequently.

### Other Reception Tasks

- Receive incoming deliveries, ensure they are removed promptly from the hallway and notify recipients of the arrival of goods, reminding them as appropriate.
- Keep the Gatehouse Meeting Room, Front of House and Reception area free from personal possessions, tidy and in good order throughout the day
- Restock refreshments as required
- Restock marketing material as required
- Ordering lanyards for staff, visitors, contractors, etc.
- Checking and coordinating all room bookings across site
- Ordering stationery
- Management of Firebox with the School Office Manager

## **MAIN RESPONSIBILITIES CONTINUED**

### **Other Administrative Tasks**

- Manage the School Office email inbox:
  1. Directly responding, or acknowledging and forwarding to other staff, where appropriate
  2. Ensuring the team members are alerted to relevant messages within this email box
  3. Ensure inboxes are kept up in good order and emails filed when dealt with
- Ensure the telephone list is kept up to date with departing and arriving staff and role changes and is fully accessible to all staff via SharePoint
- Monitoring departure and arrival of sports and events coaches and ensuring parents are kept up to date on timings.
- Book car parking spaces for visitors and ensure that the parking spaces are used and managed appropriately.
- Manage the booking process for the Gatehouse Meeting Room.
- Assist the School Office with a wide variety of other ad hoc duties as requested by the School Office Manager
- Sort delivered mail and arrange for distribution to relevant pigeonholes
- Send parcels and mail via Simply Mail and franking machine
- Attend regular School Office Meetings

### **WORKING AS PART OF THE SCHOOL OFFICE TEAM TO:**

#### **Maintain Standards**

- Maintain high standards of service to parents, visitors, pupils and staff at all times
- Ensure the telephone is answered in an appropriate manner and that all messages are dealt with to an agreed standard
- Ensure the entry buzzers are answered in an appropriate manner, maintaining the highest standards of safeguarding
- Respond to emails and enquiries to the School in a timely manner
- Control all stationery used at School
- Greet, assist and escort visitors and contractors as required
- Oversee and redirect incoming and outgoing post.



## **MAIN RESPONSIBILITIES CONTINUED**

### **WORKING AS PART OF THE SCHOOL OFFICE TEAM TO: (CONTINUED)**

#### **Admin Support Duties, as directed by the School Office Manager**

- Oversight of all School registration and attendance records, together with SIMS support
- Photocopying and laminating for academic staff
- Assist with administrative duties such as letters, mail merging, collating reports
- Create posters and certificates
- Support teaching staff where possible
- Support Ad Hoc project requests
- Filing
- Completing Function Booking Forms
- Supporting Events and Marketing as required

**The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post**



# PERSON SPECIFICATION

<p><b>Skills and Abilities</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate high level of interpersonal and written communication skills, including a good command of grammar</li> <li>• Excellent IT skills; proficiency in all Microsoft Office programmes</li> <li>• Proven outstanding administration skills</li> <li>• Ability to work proactively and to prioritise competing demands</li> <li>• Experience of working autonomously, problem solving and time-keeping skills</li> <li>• Excellent attention to detail</li> <li>• Ability to work as part of a team and build relationships across the School</li> </ul>
<p><b>Knowledge and Experience</b></p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>• At least one year's experience working in a busy office environment</li> <li>• Experience in a client / customer-facing role</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>• Experience of working in a school office</li> <li>• Experience of working with children and young people</li> <li>• A knowledge of safeguarding in schools is desirable, although full training will be given</li> <li>• Knowledge of SIMS database system, to include input of student data and running reports</li> <li>• Experience using mail merge</li> <li>• Knowledge of GDPR</li> </ul>
<p><b>Qualifications and Professional Development</b></p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>• A good standard of written English</li> <li>• Minimum grade C / grade 4 at GCSE or equivalent in English and Maths</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>• Attainment of level 3 qualifications or equivalent (e.g. A levels, AVCE)</li> <li>• Administration qualification</li> <li>• Previous Safeguarding / First Aid / Fire Safety training</li> </ul>
<p><b>Personal Qualities and Competencies</b></p>	<ul style="list-style-type: none"> <li>• A calm, flexible approach</li> <li>• Pragmatism, flexibility and resilience</li> <li>• Ability to exercise tact and discretion</li> <li>• Maintain levels of confidentiality</li> </ul>
<p><b>Attitudes and Outlook</b></p>	<ul style="list-style-type: none"> <li>• Professional demeanour and a high standard of personal appearance</li> <li>• Boundless energy and vision</li> <li>• Ability to work under pressure and a capacity for hard work</li> <li>• Ability to appreciate the needs of the whole School</li> <li>• A 'can-do' attitude, with the ability to use initiative</li> <li>• Positive and proactive approach to continuous improvement</li> </ul>



# CLIFTON HIGH SCHOOL AS A BUSINESS

Just like other independent schools, Clifton High School is a business.

Our product is a high-quality, desirable education. To ensure we continue to provide the education and experience we are so passionate about, our business must be successful. This is largely down to fees; securing future pupils, retaining families, as well as maintaining and building upon the reputation we uphold.

Our parents are our customers, each making large financial and emotional investments in our School. As such, all employees are representatives of the School and play a part in its success.

With a flourishing and affluent Bristol population, the demand for an independent education is strong and highly competitive. To illustrate this, there are more independent schools within the city and its outskirts than anywhere else in the country, other than North London.

Clifton High School has learnt never to be complacent but to strive to keep competitive and ahead of the game. Our unique offering, together with co-curricular activities and personal and social development, is emphasised alongside academic excellence. Parents very much value this. Indeed, it is an important reason why they choose us.

Competition to attract pupils is high, and as such, we seek to appoint and retain staff of the highest calibre who act as ambassadors for the School, embracing and reinforcing our ethos and values.



## BEING A CLIFTON HIGH SCHOOL EMPLOYEE

Working at Clifton High School involves a commitment to the vision, culture and heart of the School. All staff members work with colleagues to ensure that the School fulfils its aims.

Our pupils are fun, inquisitive, enthusiastic and rewarding. Staff are expected to share and champion this passion for bringing out the best in each one of them. Classes are small, allowing staff to not only strive to achieve the highest standards but also to make a significant contribution beyond them. All staff enrich and strengthen the wider life of the School by undertaking duties, offering and supporting activities or clubs. As role models for our young people, they are encouraged to show planned and focused career development.

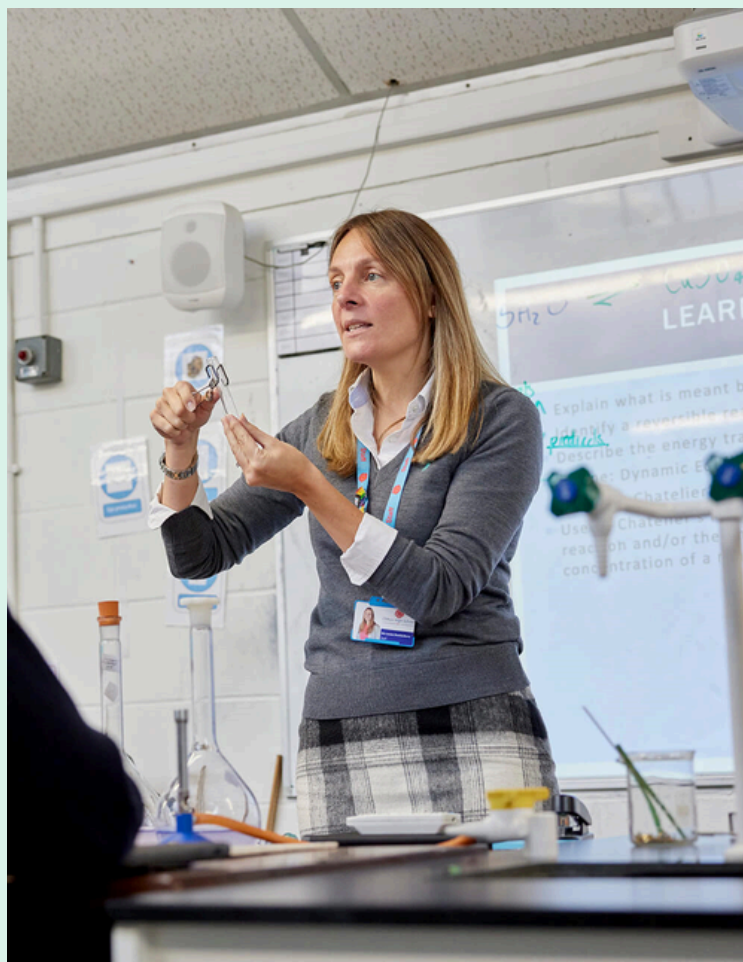
Focusing priority on excellence in the teaching and learning of our young people, as well as their personal development, staff are also encouraged to learn new skills and advance their own professional growth. Whilst Clifton High School encourages its young people to acquire skills, its staff must also lead by being open to new skills and knowledge.

We very much hope every individual, whether part of teaching, support, business administration or otherwise, to feel they belong to our Clifton High School community, sharing our common goal of the health, safety, well-being and education of our young people at its core.

'Realising Individual Brilliance' is not just for the pupils, but for everyone at Clifton High School.

### What do we have to offer you?

- A committed and supportive staff community
- Motivated children with a desire to learn
- A drive to change and be better
- A culture of high ambition and excellent pastoral care throughout the school
- A history of embedded excellent best practice
- A creative and inspiring ethos with School values that our children and staff members carry with them for life
- Strategic, committed and supportive leaders
- Regular support and training to update skills
- Healthy and nutritious two-course lunch during term times
- 'School Fee Discount Scheme' for permanent staff members
- Regular staff socials



## OUR VALUES



### CURIOSITY

We educate our young people to be informed, inquisitive individuals with the ability and knowledge to use the art of questioning to explore the development of new, independent ideas. This, in turn, instils in them confidence and a lifelong love of learning.



### EMPATHY

Relationships are enhanced when the value of love, for oneself and others, is achieved. This is something we encourage in all pupils, alongside a love of the planet we live on, the natural world around us and a passion for preserving it.



### EMPATHY

The consideration of alternative perspectives is something we encourage in our pupils. It enables them to go out in the world with a desire to make positive change, through kindness, respect and understanding.



### DIRECTION

We constantly support pupils to strive for ambition through a commitment and dedication to achieve personal goals that provide individual and personal direction, give purpose and drive motivation.



## OUR STRATEGIC AIMS

At Clifton High School our strategy identifies six key areas that form the basis of our future:

- Pastoral Heart
- One School, One Team
- Beyond Academic Excellence
- Strong Community
- Secure and Successful
- An Environment to Thrive



# Clifton High School

**THANK YOU FOR YOUR INTEREST IN  
WORKING AT CLIFTON HIGH SCHOOL**