



**PALMERS GREEN
HIGH SCHOOL**

TEMPORARY RECEPTIONIST/ADMIN ASSISTANT

CANDIDATE INFORMATION PACK

INTRODUCTION

Palmers Green High School (PGHS) seeks to appoint a well-qualified and enthusiastic Receptionist/Admin Assistant to act as the first point of contact for visitors to the school and provide admin support to the busy school office.

This is an exciting new role at Palmers Green High School and the successful candidate will work alongside the Office Manager and Head's PA and report to the Bursar.

The post is offered on a temporary basis with a view to a permanent role with a competitive salary in accordance with the PGHS Support Staff Scale. Hours are 7.30am to 3.00pm Monday to Friday.

THE SCHOOL

Founded in 1905 by Miss Alice Hum, a Quaker, Palmers Green High School is unique in the North London area because it is a small selective school providing challenging and stimulating educational opportunities for approximately 250 girls aged 4-16 from a diverse range of cultural backgrounds.

The school's motto "By Love Serve One Another" was set by its founder and, whilst Miss Hum was a Quaker, the school has no official religious affiliation, although it celebrates Founder's Day and Christmas with services held at the church of St John The Evangelist on Bourne Hill, where some PGHS lessons were taught during World War II when Keble Preparatory School for Boys had to share the main PGHS site in Hoppers Road.

MAIN PURPOSE

The Receptionist/Administrative Assistant is responsible for supporting the administrative, financial and organisational processes within the school. They will also act as the initial point of contact for parents/carers, visitors and other stakeholders, so will be an ambassador for the

school and embody the value, vision and ethos of the school in all interactions.

DUTIES & RESPONSIBILITIES

Reception:

- Check answerphone messages and pass on messages to relevant staff via email.
- Process storage of pupils' mobile phones on their arrival at school
- Act as first point of contact for parents/carers and visitors arriving at the school
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Ensure all visitors are correctly signed in and, where relevant, ID/DBS information is checked.
- Accept deliveries and advise Site Team
- Provide refreshments for senior staff and visitors as required

Attendance administration:

- Monitor and maintain an accurate record of pupil attendance, producing reports as necessary using iSAMS (MIS) – training will be given
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed

General administration:

- Update manual and computerised record/information systems
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member as necessary
- Manage and organise completed forms from parents and carers
- Organise and distribute incoming and outgoing post
- Provide administrative support to staff as needed
- Carry out filing, printing and photocopying
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times

Safeguarding

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures
- Administer the school's filtering and monitoring system for online safety, and escalate any safeguarding concerns following the correct safeguarding procedures

Written communication

- Write and send email responses that are professional and uphold the school's vision and values
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to parents, staff and other stakeholders
- Proof-read, edit and update school publications such as curriculum booklets and parent handbooks including adding images and checking content
- Assist with marketing and promoting the school

Other areas of responsibility

- Read and follow the relevant school policies
- Undertake training required to develop in the role
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- Contribute to the safety of children and young people and protect them from harm

Palmers Green High School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. All successful candidates will be required to undertake a criminal record check via the DBS. The school will also undertake checks with past employers. It is an offence for a person barred from working with children to apply for this post.

Palmers Green High School is committed to Equal Opportunities and welcomes applications from all sections of the community.

PERSON SPECIFICATION

CRITERIA	QUALITIES
Qualifications and training	<ul style="list-style-type: none"> • First aid training (or willingness to complete it) • GCSE English and maths (or equivalent)
Experience	<ul style="list-style-type: none"> • Carrying out administrative tasks • Dealing with face-to-face and telephone interactions • Working with children or young people • Working and collaborating within a team • Experience of working in a busy school office would be beneficial
Skills and knowledge	<ul style="list-style-type: none"> • Good oral and written communications skills • Ability to respond quickly and effectively to issues that arise • Ability to plan, organise and prioritise to meet deadlines • Ability to use own initiative and take action accordingly • Excellent attention to detail • Ability to use IT packages including word processing, spreadsheets and presentation software (familiarity with Microsoft Office and i-SAMS would be beneficial) • Ability to use relevant office equipment effectively • Ability to build effective working relationships with colleagues • Understanding of data protection and confidentiality • Understanding of safeguarding
Personal qualities	<ul style="list-style-type: none"> • Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils • Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school • Ability to work under pressure and prioritise effectively • Commitment to maintaining confidentiality at all times • Commitment to safeguarding and equality • Embraces change well • Deals with difficult situations effectively