



Student Services/Receptionist

Queen Elizabeth's Grammar School

Permanent

22.2 Hours/40 Weeks per Year

Working Pattern – 08.00-16.00 or 08.30-16.30

Scale 4 £13,775- £14,671 Pro Rata (FTE £25,907- £27,592)

QEGSMAT is seeking to appoint an enthusiastic, well-organised, and supportive individual to join our dedicated Student Services team at Queen Elizabeth's Grammar School. The successful candidate will provide professional frontline service to students, parents, and visitors, working alongside a team of committed support staff.

Nestled in the picturesque Derbyshire Dales in the idyllic town of Ashbourne, Queen Elizabeth's Grammar School is an academic and vibrant rural comprehensive school with a very successful Sixth Form.

Queen Elizabeth's Grammar School is a proud member of QEGSMAT. The Trust's values are for students to 'Question, Explore; Give; and Succeed'. Our exceptional staff, strong leadership, motivated children, as well as excellent facilities, provide the successful formula for this.

At QEGSMAT we believe and promote that exceptional workforce creates exceptional results; they transform lives and transform futures. We support every pupil to achieve their full potential and become a confident, resilient, and compassionate individual who can make a positive contribution to society.

Why work for us?

- At QEGSMAT, we value the hard work and dedication of our team members, and as such we believe that progression should be a simple process. That's why we are proud to offer an Automatic Pay Review program, rather than the traditional annual pay and performance review, as part of our comprehensive benefits package.
- Continual access to CPD opportunities. QEGSMAT works with a large number of organisations to develop staff to fulfil their aspirations and potential. We are committed to providing first-rate training and development to all our staff within this evolving Trust.
- We are committed to promoting equality, challenging discrimination, and developing community cohesion. We welcome applications from all sections of the community.

- All staff have access to our Employee Assistance Programme which provides confidential, independent and unbiased information and guidance 24/7. This can also include bespoke counselling sessions for staff if needed.
- All roles are subject to nationally agreed terms and conditions of service.
- Access to the Local Government Pension Scheme (LGPS) with employer contributions of 23.4% for Derbyshire support staff.
- Family-friendly policies.
- Access to Flu Vaccines.
- Opportunity to work flexibly.
- Access to 750+ discounts on everyday essentials via our benefit package with Vivup



QEGSMAT is also committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. It is a criminal offence to engage or seek to engage in regulated activity or regulated work with children, if you appear on the DBS barred list. All appointments are subject to an Enhanced DBS check and be eligible to work in the UK.

Further information about our commitment to Safeguarding can be found -

<https://www.qegsmat.com/documents/safeguarding>

Please be aware, the Trust may also consider performing an online presence check as part of their pre-employment checks.

If you are interested and wish to have an informal conversation to discuss the role or would like to visit the school, we would be happy to arrange this. Please call: Sarah Smit 01335343685 or email smit@queenelizabeths.derbyshire.sch.uk Further details about our school can be found on our website: <https://www.queenelizabeths.derbyshire.sch.uk>

To apply for this position, please visit (<https://qegsmat.face-ed.co.uk/vacancies>) where you can apply via Face-ed.

Closing date for applications: 16th January 2025 @midday

Interview date: 21st January 2025

Salary: Scale 4 £13,775- £14,671 Pro Rata (FTE £25,907- £27,592)

Potential Start date: ASAP



JOB DESCRIPTION

Post Title: Student Services/Receptionist

Reporting to: PA to Headteacher

Scale: Scale 4 Point 7-11

Disclosure Level: Child Workforce - Enhanced, Childs Barred list

Purpose of the Role:

- You will act as the first point of contact for all students, parents and visitors to the school, assisting with queries, providing information, and offering general advice and guidance in a timely and effective manner.

Main Duties:

- Provide a front-line reception service to visitors of the school, students and staff;
- Uphold the school's safeguarding arrangements, ensuring signing in and out procedures are adhered to by visitors, students and staff, and that visitors are made aware of all relevant health and safety information;
- Operate the telephone switchboard, dealing with incoming calls to the school;
- Open and distribute incoming post;
- Handling deliveries to the school, ensuring they are processed and distributed efficiently;
- Deal with outgoing post, delivering it to the Post Office daily;
- Maintain sufficient credit on the franking machine to meet the demands of the school and changes in postal regulations;
- Manage students representing the school as the face of QEGS in the reception area;
- Be the first point of contact for parents/carers reporting student absence;
- Be the first point of contact for parents/carers reporting student absence and update the school's management information system accordingly;
- Register students arriving late;
- Ensure registers and school attendance are completed accurately and on time, liaising with staff as necessary;
- Follow up unexplained student absence with parents/carers in a sensitive and timely manner;
- Develop and maintain positive relations between the school, parents and students;
- Support school events, as required.

METHODS OF WORKING

The post holder must:

- Maintain confidentiality and observe data protection and associated guidelines where appropriate;
- Maintain an awareness of Safeguarding Children and Child Protection;
- Understand and comply with the Trust's Health and Safety Policy in the performance of their duties and responsibilities;
- Carry out the duties of the post in compliance with the academy's Equal Opportunities Policy;
- Understand and comply with all other relevant academy policies;
- Take an active part in appraising their own work against agreed priorities, targets, professional development and supervision arrangements;
- Undertake any necessary training associated with the duties of the post;
- Carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.



Person Specification - Student Services/Receptionist

Criteria	Essential	Desirable	Evidence
Qualifications	<ul style="list-style-type: none"> GCSE English and Maths A* - C or equivalent 	<ul style="list-style-type: none"> Involvement in recent, relevant professional development 	Certificates
Experience	<ul style="list-style-type: none"> Experience of working in a busy office environment fulfilling a range of administrative duties 		Interview Application form
Skills	<ul style="list-style-type: none"> Excellent communication skills both verbal and written Highly systematic and organised Self-motivated with the ability to manage time effectively and prioritise workloads Able to work effectively as an individual or as part of a team, even when under pressure Able to form and promote positive relationships with students, staff and parents Proficient user of ICT and able to present data in a useful format for decision making Practical and resourceful with a flexible approach to work 	<ul style="list-style-type: none"> Operational knowledge of SIMS and Go4Schools or other school management information systems 	Interview Application form
Knowledge	<ul style="list-style-type: none"> Understanding of the importance of regular student attendance and issues around non-attendance 	<ul style="list-style-type: none"> Knowledge of Health & Safety Regulations Knowledge of attendance legislation 	Interview Application form

Personal qualities	<ul style="list-style-type: none">• Flexible, innovative and willing to embrace new ideas• Enthusiastic and self-motivated• Willing to develop through appropriate CPD opportunities• Ability to develop and maintain effective working relationships within differing contexts• Calm, patient and approachable in all situations with a strong customer care focus• Able to deal with confidential information in a sensitive manner		Interview Application form
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