



Stoke Newington School
& Sixth Form

Recruitment Pack
**Reception & Admin
Assistant**
Immediate start

Compassion



Ambition



Resilience



Excellence



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Headteacher's Welcome

Dear Applicant,

A warm welcome to Stoke Newington School (SNS) and thank you for your interest in the post for **Receptionist/Administrative Assistant**. This is an exciting time to be working with us as we move forward to enhance our offer, so we achieve outstanding academic outcomes and close the gaps in student achievement.

We are an oversubscribed school with a diverse and enthusiastic student intake reflecting our local vibrant community. Our recent Ofsted inspection (July 2022) recognised us as a “Good” school with many strengths. Our students are “proud of the diverse nature and inclusive ethos of their school. Enthusiastic and committed teachers make lessons interesting for pupils,” and “teachers have strong subject knowledge and are passionate about their subjects.”

We expect you to

- have strong interpersonal, teamworking skills
- be keen and able to support school behaviour protocols
- be self-motivated and able to work independently to manage a small group of young people
- be able to build good relations with staff, students, parents/carers, and the wider school community

You must have excellent interpersonal skills, a strong team ethic, drive, determination, energy, and the highest expectations of every student.

We are committed to our pledge of being an anti-racist school and strive to have a workforce reflective of our school body. Applicants from Black and Global Majority backgrounds are strongly recommended to apply.

Best wishes,

Zehra Jaffer
Headteacher





Equality at SNS

We are incredibly passionate about creating a fair and equal community within our school. We set out these objectives to achieve and maintain an environment where every young person feels valued, cared for, and empowered to succeed.

Objective 1

Actively close gaps in attainment and achievement between pupils and all groups of pupils; especially pupils eligible for free-school meals, pupils with special educational needs and disabilities, looked after children and pupils from minority ethnic groups.

Objective 2

Reduce the incidence of the use of racist, homophobic, biphobic, transphobic and sexist language by pupils in the school.

Objective 3

Promotion of cultural understanding and awareness of different religious beliefs between different ethnic groups within our school community.

Objective 4

Monitoring and promotion of the involvement of all groups of pupils in the extra-curricular life of the school, including leadership opportunities, especially pupils with special educational needs and disabilities.

Performance

You can view and download the full 2022 Ofsted report [here](#). For performance tables and more statistics about our school, please visit our page on the [Department for Education website](#).

Staff Benefits

We understand teaching and working in schools can be hugely rewarding but can also be demanding. Our staff are totally committed to the young people, colleagues, and families in our community. We seek for all our staff to have a healthy work-life balance. Our staff benefits are one way we show our appreciation to our staff.



Development and Training

Quality continuing professional development is essential to ensure everyone maintains and enhances the knowledge and skills necessary for a positive learning environment. As practitioners, we seek to be well-informed about recent evidence-based research. At SNS, we allocate time to implement strategies so teaching practice maximise the learning in the classroom. The SNS Teaching and Learning Hub is the teacher training, professional development, and quality assurance element of our school. The Hub, led by the Assistant Headteacher leading on Teaching and Learning together with the Lead Practitioner and Early Careers teacher Mentor, provide support and expertise to staff and departments across the school.

Flexible and Family Friendly

We know it can be challenging finding the right work-life balance. We want the absolute best people to work in our school, and so we want to support flexible working. We are able to consider flexible and family friendly working opportunities to include part-time, term-time working and job-sharing arrangements. The number of part-time staff is above average for similar schools, and we always try to accommodate if the timetable and resources permit. It is important that staff who are parents, do not miss important milestone events, such as your child's first day at school or graduation. Where we can, we will support these important

moments. As part of our admission policy, staff members with children who wish to attend SNS are given a priority school allocation.

Pensions



Pensions are an important part of our life planning. We understand that and we want to make it as easy as possible for you to access the right pension scheme for you. When you join SNS, you are eligible to join the relevant pension scheme.

Health and Wellbeing

Balancing everyday life with the requirements for work and home can create pressures for all of us. Work is a large part of people's lives. Each member of the teaching staff is equipped with a laptop. However, it is vital to ensure that there is a productive, healthy environment that is conducive to a healthy lifestyle. We actively encourage emails to only be sent during 7am and 6pm of a school day, and not during the weekend. The school will operate a texting service to alert staff should there be a need in an emergency.

A subsidized lunch from our school canteen helps our staff through the day. The culinary offer is wide and highly popular with staff and students alike.

Optical expenses – we offer free eye tests for staff who use display screen equipment.

All employees are part of the Employee Assistance Programme. The Employee Assistance Programme is a 24/7 confidential service giving employees access to a range of support from lawyers, health, and wellbeing professional, financial and debt specialists, and counsellors. This free service can be used to support you with any personal or work-related issues that may be affecting your wellbeing.

Getting to Work

By public transport: Season ticket travel loans are available so staff members can take advantage of discounted annual fares for travelling to work by public transport.

By car: We have on-site parking. Applications will be considered on an individual basis. Please note, Stoke Newington School resides on a School Street which means you cannot enter Clissold Road between 8.30am-9.30am or 3pm-4pm. You can leave the road at any time.

Cycle Scheme: We encourage all staff to walk or cycle to work if possible. The school's Cycle Scheme provides staff members with the opportunity to purchase a bike of their choice, tax free. Spread across monthly payments deducted from your salary.

Discounts

Staff are offered a Vectis card, this is a discount card offering savings across retail shops, tourist attractions and holidays. Clissold Leisure Centre, immediately opposite our school, offers a 10% discount on their membership scheme.

SNS Staff Association

A strong sense of belonging is essential for us to thrive in the workplace. Our staff association holds events for staff, and their families, from weekly football, half-termly socials and Family Fireworks evening. In addition, such events as the Community Evening and our annual school performance are open to all staff and their families.





Job Advertisement

Receptionist/Administrative Assistant

Required for immediate start

Salary Scale 4, £26,890 - £28,070, 36 hours per week, Term Time Only

The School

This is an exciting opportunity to contribute to a successful and popular 11-19 inner-city comprehensive school. The school is especially committed to creative teaching and learning. We aim that every colleague has excellent professional development which leads to every student having an outstanding education. Stoke Newington School is dedicated to being anti-racist, and inclusive, by striving hard to challenge through our curriculum. We seek to inculcate and strengthen the knowledge, confidence, and skills for all in our community to challenge racism.

The Post

As the first point of contact for the school, we are looking for someone who has exceptional reception and customer service skills. This post requires someone who is able to multi-task in an extremely busy school office, undertaking a range of administrative tasks and procedures whilst interacting with visitors, parents, staff and pupils.

The successful candidate will need to:

- have proven experience of working in a busy office environment
- demonstrate initiative, adaptability, commitment and a positive attitude.
- demonstrate good listening, oral, literacy, numeracy and computer skills
- be resilient, and reliable, with an understanding and respect for confidentiality
- work effectively as part of a team.

How to Apply

If you are interested in joining our team please apply via [TES](#).

Alternatively, you can download an application pack from our [website](#). When completing your application form, please name your application file with your full name and the role you're applying for and submit to recruitment@sns.hackney.sch.uk.

The closing date for receipt of applications is **midday Wednesday 5th December**.

Interviews to take place on **Tuesday 10th December**.

We are an equal opportunities employer committed to ensuring diversity in our workforce. As employers we are committed to safeguarding and promoting the welfare of children. A DBS clearance is a statutory requirement for all positions.



Job Description

Title of Post: Receptionist/Administrative Assistant

Salary: Scale 4 - £26,890 to £28,070

Reporting to: Administration Teams Manager

Function of the post:

The post holder will be the first point of contact for the school students and undertake a range of administrative and communication roles to ensure delivery of a first-class office.

Main duties:

- To deal with frontline enquiries from staff, students, parents and other agencies.
- To ensure that visitors to the school are welcomed in a polite, friendly and professional manner.
- The operation of the switchboard, directing calls to the Headteacher and other staff as appropriate and the taking and passing on of accurate messages.
- Responsible for signing students in late and following the late system by contacting parents, producing reports and sending home letters
- Assist the Attendance officer responsible for the day-to-day operation of the registration system in terms of ensuring data is correctly inputted; the efficient retrieval of information; and for the timely production of reports from the system and to deputise in their absence
- To provide administrative support to designated staff within the school.
- To maintain the school databases and recording systems relating to administration and personnel, ensuring that records, including are up to date, accurate, secure and they comply with the requirements of the data protection act. This will include the filing and updating of manually held systems and the input of data into the computer system.
- To deal with unwell students and administer First Aid
- To liaise with On-Call and SLT using a radio
- To support GDPR redacting.
- To support the ordering process using the electronic system and labelling deliveries for distribution.
- To assist with pupil admissions. This will include managing the transfer of records and additional information about pupils, such as attendance and medical history, to and from other establishments as appropriate.
- To deal with financial duties that are commensurate with the grading of this post, e.g. dinner money collection, school trips.
- Assist with Central Admin Team duties with displays, maintaining boards in classrooms and corridors and mounting displays as requested
- To liaise with the school health service, external agencies and parents including Emergency Services, Education Social Work, Speech Therapy and other services coming into school.
- To use electronic entry system for school gates enabling access for parents, children and visitors to the school premises. To liaise and report any technical problems to the FM team regarding security for the school.



- To manage the receiving and processing deliveries to the school. To record and post all outgoing mail and to receive and distribute all incoming mail.
- To provide back up support in administering the school cashless catering system including dealing with parent and student queries and printing cards.
- To deal with student and teacher permission slips.
- Support school trips and creative days by organising them and attending trips when needed.
- To distribute post, franking mail and taking along to the Post Office along with any recorded deliveries.
- To maintain bookings systems.
- To carry out word-processing, photocopying, filing.
- Contribute to the overall ethos/work/aims of the school.
- Participate in training, other learning activities and performance development as required.
- Attend and participate in meetings as required.
- To undertake additional or other duties as may be appropriate to achieve the objectives of the post and as directed and deemed appropriate by the Headteacher / Head of Resources and Services

General Requirements:

- The post holder must always carry out his/her responsibilities with due regard to Hackney's education policy, organisation and arrangements for Health and Safety at Work.
- It is your responsibility to carry out your duties in line with Hackney Education's policy on Equality and Diversity and be sensitive and caring to the needs of others, promoting a positive approach to a harmonious working environment.
- To undertake additional or other duties as may be appropriate to achieve the objectives of the post and as directed and deemed appropriate by the Line Manager.
- You must promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or encounter.
- Enhanced DBS check.



Skills and Abilities

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS AND TRAINING		
• GCSE Maths and English, Grade A-C	✓	
KNOWLEDGE AND EXPERIENCE		
• Experience of providing direct customer care using a variety of methods, this must include communication of information.	✓	
• Experience with School Management and accurate entry of data.	✓	
• Experience of working with the general public.	✓	
• Experience of clerical work in a similar environment.	✓	
• Working knowledge of IT packages, including Microsoft Word, Excel, Outlook and desktop publishing software.	✓	
PERSONAL QUALITIES & SKILLS		
• Excellent telephone manner.	✓	
• Have good interpersonal skills and be able to communicate effectively verbally and in writing.	✓	
• Ability to work as an effective team member.	✓	
• Ability to convey straightforward information, orally and in writing, to colleagues, pupils, parents etc.	✓	
• Ability to convey information clearly and accurately.	✓	
• Ability to maintain accurate records and filing systems.	✓	
• Ability to work in an organised and methodical manner.	✓	
• Ability to develop good relations with staff and pupils and the wider school community.	✓	
• Fast and accurate keyboard skills.	✓	
• Effective in the face of difficult situations and pressure.	✓	
• Ability to handle people at a variety of levels with politeness, sensitivity, tact and the need to respect confidentiality.	✓	
• Excellent telephone manner.	✓	
• Have good interpersonal skills and be able to communicate effectively verbally and in writing.	✓	
• Ability to work as an effective team member.	✓	