



Hillcrest School & Sixth Form Centre

Job Application Pack

Receptionist

*Pupils at Hillcrest School and Sixth Form Centre are hard-working, polite and welcoming.
They enjoy coming to school and achieve well.'*

(Ofsted, September 2022).





Hillcrest School & Sixth Form Centre

Headteacher Julie Ann Davies BEd (Hons) N P Q H
Stonehouse Lane, Bartley Green Birmingham B32 3AE
Email: enquiry@hillcrest.bham.sch.uk

Tel: 0121 464 3172

Dear Applicant,

I am delighted to introduce you to Hillcrest School and Sixth Form Centre and hope that you find the application pack along with the information on our school website useful.

Hillcrest School is an all-girls 11 to 16 school with a mixed sixth form located on a green field site in Edgbaston constituency on the south west edge of Birmingham. Our students come from a range of backgrounds from across Birmingham and surrounding areas.

The school was rated 'Good' with outstanding behaviour and safety by Ofsted in September 2013 and following a short inspection in July 2017 and again in September 2022 retained our 'Good' rating. We are focused on continuing our drive for excellent attainment and progress outcomes, with an aspiration to be rated 'Outstanding' at our full next inspection.



At Hillcrest, we provide each student with the opportunity to achieve their full potential in both academic and social terms. We combine the best of traditional values with the very latest in teaching methods and extracurricular experiences to inspire our students to succeed in everything they do.

We have very high expectations of our students. Great emphasis is placed on self-discipline and self-respect, hard work and achievement and high standards of behaviour. We have a highly qualified team of teaching staff, and support staff who are committed to delivering quality administration and support services to our school.

If you want to provide outstanding support for our staff and students within a forward thinking, hard-working school community, we would like to hear from you.

Thank you for your interest in our School and I would like to take this opportunity to wish you well in your application.

Julie-Ann Davies, BEd (Hons), NPQH
Headteacher



Hillcrest School & Sixth Form Centre

Advert – Receptionist (Job share)

2 days per week (Thursday and Friday)

7.50am to 4.30pm

Term time only

Salary: Grade 2

(Actual Part-time starting salary is approx. £8,534 rising to £9,271)

We are seeking to appoint a School Receptionist to join our friendly and professional administration team. Your main duties will be to receive all visitors, answer telephone calls and general administration duties.

The successful candidate will:-

- provide a welcoming and professional front of house service
- committed to providing an excellent customer service
- be a highly organised, efficient and motivated person
- able to work in a busy fast-paced environment
- Good interpersonal and communication skills
- have a professional and friendly approach.



Closing date for applications: Monday 8th April 2024

Interviews to be held on: Monday 15th April 2024

Visits to the school are welcome: Please contact the school on 0121 464 3172 to arrange a visit.

Hillcrest School is committed to safeguarding all children and as such any appointment will be subject to receiving an enhanced DBS check and satisfactory references.

We are committed to creating a diverse workforce, we treat all applicants in a fair and equal manner to ensure that unlawful discrimination does not occur.

This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent spoken English is an essential requirement for this role.





Hillcrest School & Sixth Form Centre

Job Description – Receptionist

Hillcrest School is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to share this commitment.

Job title:	Receptionist (Main)
Department / Location:	Support Staff
Accountable to:	Finance Manager
Salary Grade / Range:	2
Job Purpose	
To provide a front line professional reception service, that promotes and reflects the image of the school	
Work Performed	
<ul style="list-style-type: none">• To welcome all visitors to the school in a professional manner, ensuring all visitors are presented with the Child Protection card to read before carrying out their visit.• To ensure all visitors are aware of the Health & Safety policy as a visitor• To be responsible for answering the telephone system in a pleasant, informed manner for the purpose of providing information and creating a good image of the school.• To be responsible for directing incoming phone calls to the appropriate staff member in a timely manner.• To manage the telephone message system, by recording messages to notify callers, of times open during holiday periods, starting dates/times for new term etc). Notifying IT to switch on the pre-recorded message.• To ensure the safety and security of the school at all times, making sure the entrance door is locked and entry to the school is controlled.• To keep the reception area tidy.• To keep all posters and notices up to date.• To ensure all visitors have adequate identification as required by the school.• To issue visitors passes ensuring the visitor signs in/out.• To photocopy documents as directed by the Senior Leadership team.• To be the first point of contact for new admissions to the school, following the New Admissions procedure.• To act as a contact for site assistance.• To follow procedures for contacting emergency services.• To keep a record of confiscated items, ensuring the items are stored in the safe.• To keep a record of all items brought into school by parents/carers for the students.• To provide receipts for parents/carers who pay money in at reception for trips (in the absence of the finance assistance).• To keep stock of all reception stationery and replenish as needed.• To update the school calendar on Outlook.• To receive parcels and deliveries, recording details in the log book and notifying the relevant department of the delivery.	

- To take lettings enquiries, and book room hire and order refreshments for hirers. Informing site, IT and canteen of booking requirements.
- Raise invoices for room hire lettings on a monthly basis and keep lettings system up to date.
- To supervise the student runners, providing them with information and expectations of them whilst performing their duties for the day. To notify any concerns of the student runners, to the Head of Year.
- To maintain integrity and confidentiality at all times.
- To work to deadlines in a calm and confident manner when under pressure.
- To be responsible for entering data each month onto the postage spreadsheet as required by the Finance Manager.
- To assist the admin team with certificate writing and other admin tasks for annual events.
- To prepare a daily information sheet at the end of each day, in preparation for cover at main reception the following day.
- To notify all admin staff of any changes/procedures at reception.
- To liaise with student reception.
- To prepare for the collection of confiscated items at the end of each term, ensuring non-collected items are securely locked away.

Other

- To be responsible for weekly submission of own timesheet.
- To attend and participate in meetings, parents evening and school events as required.
- To carry out duties as may be required from time to time commensurate with the overall responsibility of the post.
- To comply with and actively promote all school policies.
- To deal with all telephone and personal enquiries (internally and externally) efficiently and effectively, in a way that promotes a positive image of the school.
- To be smartly dressed, establish a business-like environment and promote excellent relationships and a positive ethos when communicating with students, staff, parents/carers and external contacts.



Hillcrest School & Sixth Form Centre

PERSON SPECIFICATION – Receptionist

Job title:	Receptionist (Main)
Department / Location:	Support Staff Team
Accountable to:	Finance Manager
Salary Grade / Range:	Grade 2
	Essential Criteria
Experience	<ul style="list-style-type: none"> • Experience of reception work • Experience of administration/office work • Experience of dealing with a wide range of people • Experience of working in a team • Experience of microsoft office suite
Skills and Abilities	<ul style="list-style-type: none"> • Ability to work as part of a team • Ability to work under pressure • Ability to maintain confidentiality • Able to deal with staff, students in a friendly and professional manner • Able to use ICT effectively • Good time management skills and able to meet deadlines • Able to work in busy fast-paced environment • Ability to undertake diary management
Education and Qualifications	<ul style="list-style-type: none"> • GCSE English and Maths
Other Requirements	<ul style="list-style-type: none"> • Attendance at meetings, INSET, parent's evenings and school events as required. • Ability to demonstrate an understanding of policies and procedures in relation to Child Protection/Safeguarding, Health and Safety, Equal Opportunities, Data Protection and Confidentiality within the school environment

How to apply

If you would like to apply for this position you will need to complete an application form. Our application form is available online from our website <https://www.hillcrest.bham.sch.uk/job-vacancies>. If you have any queries, please contact the school on 0121 464 3172.

Completing your application form

- Please read all the information provided before completing your application form.
- Please complete your form electronically (this is our preference) or, if handwritten, please use black ink: it is going to be photocopied and so needs to be legible.
- Birmingham City Council application forms and CV's are not accepted: we need information about all applicants to be presented in a consistent format so please use the application form on the school website.
- Please complete all sections: do not leave any blanks; put N/A if not applicable and give as much information as you can.
- Please continue on a separate sheet if you require more space to complete any section.
- Please include a cover letter addressed to the Headteacher outlining why you think you are suitable for the role (should not exceed 2 sides of A4)

Guidance for the completion of the section 'other relevant information in support of your application'

This is an important section of the application form as it gives you the opportunity to tell us specifically why you think you should be considered for the job, showing how well your skills, abilities and experience meet our requirements. You should give clear examples rather than simply stating that you possess certain skills and abilities.

For Leadership posts you should evidence: -

- How your leadership and management will have a positive impact on student progress.
- How your leadership skills will inspire and develop the department, to ensure that it becomes an outstanding one.

For all posts you should evidence:-

- Where you have had a positive impact on student performance, including for disadvantaged students.
- How you keep up to date with the latest pedagogical knowledge.

References

All offers of employment are subject to the receipt of a minimum of two satisfactory references. One of your references must be from your current or most recent employer. If your current/most recent employment does/did not involve working with children, then the second referee should be from the employer with whom you most recently worked with children. Neither referee should be a relative/friend.

Shortlisted applicants for posts are advised that references will be taken up **prior to interview**. Please note, unless you ask us not to we will assume it is acceptable to contact your references at any time.

Online Search

As part of the updated KCSIE guidance, the school reserves the right to conduct online searches as part of their due diligence on the shortlisted candidates to identify any publicly available information about the candidate that may be relevant to their suitability to work with children.

Submission of applications

Completed application forms should be returned with a cover letter addressed to the Headteacher by the closing date. Electronic application forms should be sent to: recruitment@hillcrest.bham.sch.uk.

Postal application forms should be sent: Private & Confidential, F.A.O Headteacher Ms J A Davies, Hillcrest School and Sixth Form Centre, Stonehouse Lane, Bartley Green, B32 3AE.

Shortlisted candidates

Shortlisted candidates will be contacted by email and telephone to inform them of the next stages of the recruitment process and arrangements for interviews. If you have not heard from the school 7 days after the closing date you have not been shortlisted on this occasion.

Following the interview

All candidates will be asked to complete a short recruitment survey before the end of the interview process. Once all candidates have been interviewed the successful candidate will be contacted by telephone as soon as possible after the interview (usually within 2 working days). Candidates who have not been successful will be contacted by email (usually within 2 working days) with details of how to contact the school if they would like feedback.

