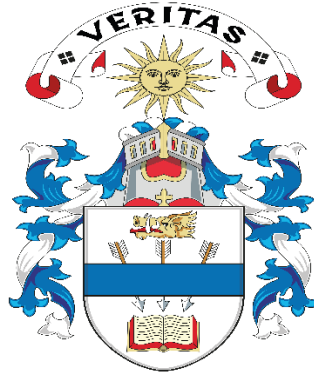


Hutchesons' Grammar School



Appointment of School Office Receptionist/Bus Supervisor (FTC)

The Aims of the School

Hutchesons' Grammar School aims to provide boys and girls with a broad Scottish education, with the emphasis on academic excellence.

Founded in 1641, Hutchesons' is a famous school which has always been at the forefront of teaching and learning in Scotland. Nowadays, it is a large and dynamic school of great vitality and diversity, where over 1200 pupils from Pre-School right through to S6 follow a broad curriculum, blending the traditional and the modern. Experienced teachers are one of Hutchesons' greatest strengths, along with the resources they need to do their job to the highest possible standards.

Hutchesons' pupils excel in a wide variety of sports both nationally and internationally, and the quality of performance in music, drama and the arts is equally high. All pupils can follow a structured programme in and out of the classroom which broadens their outlook and helps them develop their interests and enthusiasms. There are many opportunities for involvement in clubs and societies, community work and charity fund-raising, visits, and tours both within the UK and abroad, and for the Duke of Edinburgh award scheme.

As individuals, Hutchesons' pupils are encouraged to develop confidence, self-discipline, integrity, courtesy, and consideration for others. They are part of a large community of learners, where every individual is important. They learn to be thoughtful, articulate, and well-read and to have a clear idea about how they want to live their lives beyond school and university.

Scots have always valued education very highly, and for nearly four centuries Hutchesons' has sent young men and women out into the world secure in the knowledge that they are part of that tradition.

Hutchesons' prides itself on being an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. If you have what it takes, we really want to hear from you.

JOB DESCRIPTION

SCHOOL OFFICE RECEPTIONIST/BUS SUPERVISOR

Overview

Reporting to the Office Manager, this role is an integral part of the School Office team. Our School Office provides a very busy reception service dealing with a wide variety of enquiries from parents, pupils, colleagues and other internal/external customers.

The Role

The successful candidate will be responsible for the day-to-day management of the reception area and will act as the first point of contact for all enquiries via the telephone and face-to-face. On a Monday from 2.30 pm-4.30 pm this role covers the duty of the Bus Supervisor.

This is a team role, and the successful candidate should be willing to work as part of a team and exercise a degree of flexibility as and when required.

The role is part-time, term time, Monday, 8.30 am-4.30 pm (with 1 hour unpaid lunch break), Tuesday-Friday, 8.30 am-1.30 pm, 25 hours per week on a fixed-term contract until June 2027.

Candidates for this vacancy should have a minimum of 3 years office-based experience, be well presented and have confident communication skills with a professional approach and the ability to provide great customer service.

Previous experience working within an education environment is preferred but this is not essential.

Duties and Responsibilities

- Screening and directing telephone calls, taking messages and ensuring calls are picked up in a timely manner and callers are transferred to the relevant person.
- Provide ad-hoc admin support to our office team eg assist with photocopying and any other admin tasks which may arise within the Print Room and School Office.
- Meeting, greeting, signing in parents, Governors, visitors, and Contractors to the school.
- Monitor visitor access to the building and issue visitor passes.
- Interacting with pupils regarding any issues that may arise.
- Updating our attendance database with pupil attendance.
- Liaising with colleagues regarding pupil attendance ensuring all information is recorded accurately.
- Accepting deliveries and informing the relevant colleague.
- Any other ad hoc administrative/project related task as directed by Line Manager.

Abilities, Skills and Attributes

- Polite and confident telephone manner.
- Professional appearance.
- Experience of handling delicate situations that sometimes require confidentiality, empathy, tact, discretion, and diplomacy.
- The ability to multi-task and deal with constant interruptions from pupils, colleagues and visitors.
- A caring and empathetic nature.
- Excellent listening and communication skills (written and verbal) both on the telephone and in person with a focus on excellent customer service.
- Work independently and as part of the team, demonstrating high levels of motivation and good use of initiative and common sense to complete tasks.
- Proficiency in MS Office (Word, Excel, Outlook).
- A team player with a pro-active/can do approach to tasks and problem solving.
- Excellent time-management and organisational skills with the ability to multi-task and manage own workload efficiently with attention to detail.
- Experience of working in a fast-paced environment, ideally a school.
- Demonstrates an aptitude and acceptance of working within an environment that has numerous interruptions, changing workload demands at short notice and new organisational challenges.
- Be able to work under pressure and meet deadlines whilst producing work that is accurate.
- Willingness to undertake additional tasks and training as required.