



EWELL CASTLE SCHOOL

Where Children Thrive



Independent Co-Educational Day School
for Boys and Girls aged 3 to 18 years

Reception Administrator

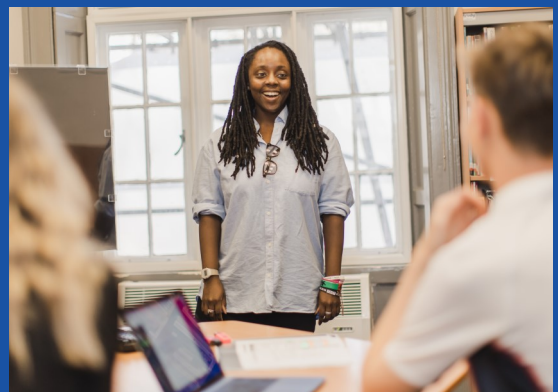
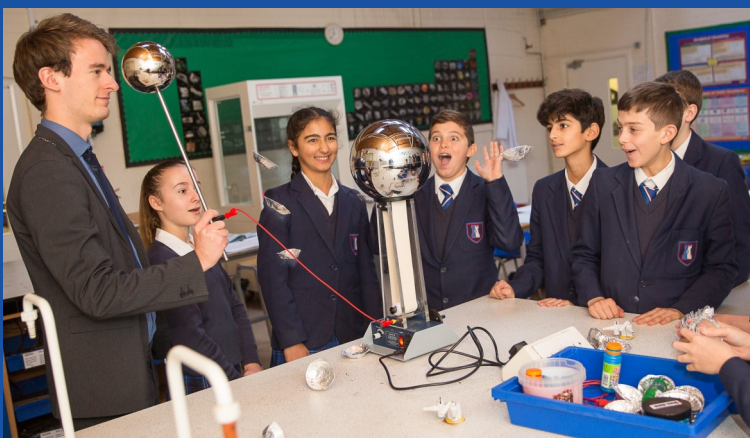
3 Full days per week (38 weeks per year)

Job Location: Ewell Castle Senior School

Reporting to: EA to the Principal

Start Date: January 2025

Salary: Ewell Castle Support Staff pay scale plus Pension Scheme + benefits



INSPIRE – ENGAGE - EXCEL

Senior School Reception Administrator

Further Details

Monday, Tuesday, Wednesday

8:00 – 17:00 or 8.15-17.15

Term time plus 2 weeks (38 weeks per year)

Ewell Castle is a thriving, independent school located in leafy Ewell Village. The school is co-educational from Reception to Sixth Form and enjoys small classes, across the School. Ewell Castle has an excellent reputation for its family-friendly ethos, with a strong focus on pupil wellbeing and personalised learning. The School has a vibrant community spirit including regular events for staff, parents and friends of the School. Ewell Castle is a genuine mixed ability school with a focus on achieving each individual child's potential.

The Senior School Reception Team offer a highly professional and efficient central administrative service to the School's various stakeholders, including parents, pupils, staff and Governors as well as external visitors and are frequently the first point of contact with Ewell Castle School. The ideal candidate will have relevant or transferable administration experience of providing excellent customer service. An ability to remain calm and professional at all times in an extremely busy environment and the flexibility to adapt quickly to changing priorities is essential. An understanding of the day-to-day running of a dynamic school front desk would be an advantage as well as experience of providing First Aid although training will be provided, if required.

Working hours are 8:00am – 5:00pm or 8.15am-5.15pm (38 weeks per year including 2 weeks during the holidays). Going forward there will be 4 part-time Reception Administrators, with 2 working together on Reception each day of the week, one person starting at 8am and finishing at 5pm and the other starting at 8.15am and finishing at 5.15pm.

Potential candidates will need to demonstrate excellent attention to detail as well as the ability to work productively in a team and to use and set up efficient administrative processes using Microsoft Office. Experience of seeing tasks through from start to finish, despite distractions, is essential as is an awareness of the importance of confidentiality and safeguarding as well as data protection in a school setting. The ability to pick up other team members' work, keep careful records and leave detailed handover notes, where necessary, are essential for this role. This very friendly team works closely together, and with the wider Education Support Services staff, keeping the welfare of the pupils at the heart of everything they do.

Please see the separate detailed Job Description and Person Specification for further information on this role. All staff have the opportunity to become involved in the busy and varied co-curricular life of the School, from regular clubs, annual productions and events to supporting the Duke of Edinburgh and other trips.

Job Description Reception Administrator



The Reception Administrators form a professional and friendly team providing an efficient and welcoming Reception service to all visitors to the Senior School. The postholders report to the Executive Assistant to the Principal and work closely with the Principal's Office, the School Nurse, the PA to the Head of the Senior School and other key Educational Support Staff to provide administrative support for the Senior Leadership Team (SLT) and academic staff.

The Reception team's responsibilities include: registration and attendance; First Aid for pupils, staff and visitors; support for the School Nurse regarding medical matters; co-ordinating transport requirements; and supporting seamless communication, particularly with parents and staff and also other stakeholders. Individual team members may be allocated specific responsibilities, however, all team members are expected to be able to carry out all aspects of the Job Description.

Main Responsibilities

Reception: Follow approved procedures including:

- Provide the first point of contact at the Senior School for visitors; maintain a Visitor Register and reserve parking; issue visitor passes ensuring our safeguarding and any other relevant procedures are adhered to;
- Receive and distribute post and deliveries; manage outgoing mail;
- Operate the school's main telephone switchboard, transferring calls or taking and delivering messages as appropriate.

Registration:

- Complete form registers, recording late arrivals and reported absences, etc. to ensure a prompt and accurate record;
- Complete daily absence report and contact parents promptly regarding unexplained absences from registration;
- Follow up further unexplained absences, as raised by staff during the School day, and bring promptly to the attention of the Head of the Senior School/Heads of Year and/or Principal's Office, as appropriate;
- If required, provide absence data and keep track of any suspected and confirmed reportable illness outbreaks.

First Aid: In support of and in the absence of the School Nurse

- Provide a triage service for pupils and staff who are unwell or require First Aid, following approved procedure, contacting parents if necessary, involving SLT and Heads of Year as required and completing appropriate documentation (including First Aid log and Incident Reports);

- Update the list of 'Pupils to be aware of' for the Head of Senior School's Weekly Messages and also provide any further updates for the weekly Senior School Staff Briefing;
- Organise individual pupils' medication and contact details for trips out of School and for offsite fixtures and games afternoons, as required;
- Maintain individual pupils' medication held on site, including notifying parents when medication is going out of date and arranging for the appropriate disposal of old supplies;
- Manage registers for the Emergency Auto Injector and the Emergency Inhaler and produce photograph reports as required;
- Manage other photo reports including for allergies and dietary requirements as well as for Severe Medical conditions and share with staff and the Kitchen as appropriate.
- Undertake regular First Aid training at an appropriate level (e.g. First Aid at Work).

Communication:

- Provide efficient liaison between staff, pupils and parents and third parties;
- Manage and action incoming emails to the Senior School email account in a prompt and effective manner;
- Support the use of school's communication and finance systems including Parents' Evening System, ParentPay and the SOCS Calendar.

Co-ordination:

- Maintain minibus diary for the whole School, allocating use by priority as per the agreed procedures;
- Organise coaches for sports fixtures, theatre trips, etc and liaise closely with the appropriate staff;
- Support the process of providing references for pupils applying externally, working closely with the Heads of Year and the Principal's Office.

Administration:

- Produce and monitor lists of pupils and staff on site;
- Co-ordinate Lost Property and arrange half termly displays;
- Update information regarding staff vehicles, telephone extensions, staff initials etc;
- Provide administrative support for the SLT and Senior School academic staff as required;
- Perform such other duties as may be required by the Principal including supporting School open events.

21/03/24



Person Specification: Reception Administrator



	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • High standard of literacy. • Numeracy competence (GCSE or equivalent) • First Aid qualification or willingness to undertake it 	<ul style="list-style-type: none"> • Minimum 5 GCSE passes grade A-C (or equivalent) including English and Mathematics
Experience	<ul style="list-style-type: none"> • Relevant and transferable Administration and customer service experience. • Use of ICT for administration purposes: current Windows based packages including Microsoft Word, Excel, Outlook and PowerPoint • Experience of using effective administrative systems and processes in a busy office • Experience of juggling priorities effectively and seeing tasks to successful completion, despite distractions 	<ul style="list-style-type: none"> • Reception experience • Experience of working in a school or college environment • Administrative skills such as mail merges, setting up and using more complex spreadsheets and Microsoft Forms.
Knowledge & Skills	<ul style="list-style-type: none"> • Confident user of Microsoft Office suite • Ability to work as part of a team and to be flexible and adaptable to changing situations • Proven ability to manage your own time effectively when necessary, to prioritise and work to tight deadlines whilst retaining a professional composure • Excellent attention to detail and understanding of the importance of accuracy and high standards in all areas • Ability to communicate the School's values and a desire to 	<ul style="list-style-type: none"> • Conversant with relevant educational issues and developments • User of iSAMS or another Management information system

	<p>promote an excellent image of the School</p> <ul style="list-style-type: none"> • Ability to work in new and challenging situations 	
Personal Qualities	<ul style="list-style-type: none"> • Awareness of confidentiality and ability to deal appropriately with sensitive or difficult situations in a calm and professional manner • Able to display the highest levels of integrity and be consistently trustworthy and discrete • Be a problem solver, and to be able to reflect upon one's own practice • Willingness to support the life of the school including school events • A commitment to continuing professional development • Be consistently reliable and punctual • Be of smart professional appearance • Flexible, versatile and self-motivated • Able to work productively with a wide range of staff, parents and pupils • A commitment to safeguarding and promoting the welfare of children • Excellent sense of humour! 	<ul style="list-style-type: none"> • Willingness to become involved in the co-curricular life of the School

21/03/2024





Why join us?

- Children of members of staff benefit by a 50% maximum (i.e. unaffected by scholarship or bursary) remission of school fees. (The remission is reduced pro rata for a part-time member of staff.)
- Lunches are provided during term time, free of charge.
- The School offers a generous contributory pension scheme.
- Interest free loans are available for the purchase of computers through the school.
- Ride to work
- CPD opportunities are available to all staff. The School also part funds MQSL, NPQSL, NPQH and MA courses.

Applicants invited for interview will be required to bring proof of identity e.g. passport, and qualifications to interview. Please note that we reserve the right to appoint before the closing date.

Further information about the School is available on our website: www.ewellcastle.co.uk.



Ewell Castle School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS). Staff recruitment is also subject to the School's 'Equal Opportunities' policy and monitoring procedure.





EWELL CASTLE SCHOOL

Where Children Thrive

What is it like being part of the Ewell Castle Team?

"I joined Ewell Castle in September 2015 as part time Reception Administrator in the Senior School. It was a role that enabled me to get to know many students and members of staff over the years. No two days were ever the same and there were very few dull moments! I am now working in the Principal's office, which enables me to support the school in a different way, with opportunities to develop and grow. The camaraderie among the staff at Ewell Castle is great and I love that the school is always a hive of activity! "



"I joined Ewell Castle in 2015 as a maths teacher. As a teacher I have developed both professionally and personally within my role at the school. I have had many wonderful opportunities to be involved in the whole of school life at Ewell Castle. I have particularly enjoyed improving the data management systems within the school and being involved in sport and associated co-curricular activities. I would highly recommend the school to anyone looking to teach within a supportive team environment"

"I joined Ewell Castle Senior School in January 2015 as Head of Art & Photography and I have enjoyed it from the start! The Art Department is a fabulous team which I really appreciate, as working together in a cohesive team is so important.

It is a pleasure to teach the students and Art & Photography allows for us to often see different, creative sides to the children - it is a happy place and there is a lot of laughter in the Department!

In September 2018 I started the brand new position of More Able Coordinator which has seen me develop the role from scratch - seeing what works successfully and what can be adapted in order to suit the students' requirements and inform my colleagues; of which couldn't be done without their support and input. I have been on CPD to further my knowledge in this area which gave me some valuable tools, and confidence to build on my ambition for the post.

I appreciate being given the opportunities to expand my position at the School and develop the roles too."