

# The **GALLERY** TRUST



A community of special schools



Northern House  
Academy

## **Receptionist Candidate Information Pack November 2021**

Northern House Academy is a special school for primary age children who have been identified as having Social, Emotional and Mental Health difficulties. We currently have 82b children on roll and all our pupils have an Education, Health and Care Plan (EHCP).

We are passionate about children at Northern House having their abilities recognised and celebrated, whilst receiving an excellent education. The whole staff team is committed to very high standards both professionally and in relation to every aspect of our pupils' education.

The school is seeking an organised and motivated Receptionist to add to our Office team.

Northern House Academy is a member of The Gallery Trust, an expanding Special Needs Trust which is dedicated to improving outcomes for SEND learners in Oxfordshire. The Trust has a national reputation for excellence, and is influential in the development of SEND strategy in the county.

Please visit our website to find out more about the school, during this current time we are unable to accommodate site visits, however if you would like to talk to someone to inform your application you would be most welcome.

On behalf of the school, thank you again for your interest and we look forward to hearing from you.

*Ricky Stevens*  
*Associate Headteacher*

*Bex Holmes*  
*Head of School*

**Receptionist**  
**Grade 6**  
**Actual Annual Salary £17,068 to £18,846**  
**(FT £20,493 to £22,627)**  
**37 hours per week, 38 weeks per year, term time only**

**To start as soon as possible**

At Northern House Academy, we are striving towards excellent practice and are on a continuous journey of school improvement. We make respectful relationships with our students through our understanding of their special educational needs, via assessment of their skills and abilities and carefully planning next steps for them. We are a warm and caring community, dedicated to equipping pupils with the understanding, skills and knowledge they need to succeed.

The role of receptionist involves being the first point of contact for anyone visiting or calling our school. You will be professional at all times and will be flexible to manage multiple calls or visitors at the same time. In quieter times you will support the school by assisting with administrative tasks. Being a receptionist at Northern House Academy is not a desk job, you will take children to class and carry out tasks across the school. No two days at Northern House are ever the same and this role will suit someone who likes to work in a varied and dynamic role.

If you share our passion for making a real difference to the lives of children and young people with special needs, this could be the opportunity you are looking for. In return for your contribution to our team, you will work in an environment which is innovative and, in a rewarding, and fulfilling role. We will provide you with induction and training, and the opportunity to join the Local Government Pension Scheme, one of the largest public sector pension schemes in the UK.

### **Application Process**

To apply for this post, please email an application form to [applications@northernhouseacademy.co.uk](mailto:applications@northernhouseacademy.co.uk). The application form and candidate information pack can be downloaded from our website or from The Gallery Trust website [www.thegallerytrust.co.uk](http://www.thegallerytrust.co.uk). If you are unable to download the application form, please call 01865 557 004 to request one.

Please submit your application form by **midday Monday 22<sup>nd</sup> November 2021** to [applications@northernhouseacademy.co.uk](mailto:applications@northernhouseacademy.co.uk) or by post.

**Interviews will take place on Wednesday 24<sup>th</sup> November 2021.**

Please ensure you detail any gaps in employment and use the selection criteria which is contained in the job pack when you prepare your application, as shortlisting for interview will be based on how closely you demonstrate your ability to fulfil the essential criteria.

We do not accept CVs. If you are shortlisted, we will take up written references before your interview so please provide permission for this and provide accurate phone and email contact

details for your referees. One of your referees must be your current or last employer, and if you are employed in a school, must include your current Head Teacher.

The Gallery Trust is committed to safeguarding and promoting the welfare of all children and expects all staff to share this commitment. Any offer of employment with The Gallery Trust is subject to verification of ID and qualifications, satisfactory evidence of the right to work in the UK, health clearance, NCTL and Enhanced Disclosure and Barring Check. The Gallery Trust is an equal opportunities employer, and we welcome applications from candidates from all ethnic and community backgrounds.



# The GALLERY TRUST

A community of special schools

The Gallery Trust is a Multi Academy Trust which is dedicated to improving outcomes for SEND learners in Oxfordshire. The aim of the Trust is to provide outstanding education and support for young people with special needs and disabilities, enabled through:

- Commitment to special education – striving to provide the best specialist learning experience for all students
- Opportunities for all to learn – ensuring that students and staff have access to learning pathways which enhance their lives
- Genuine respect and value – creating relationships which promote trust, confidence and respect within environments which are safe and secure

The Trust is on a continuing journey of expansion, growing from a Multi Academy Trust based on a single academy in 2013, to its position as the largest Special Trust in Oxfordshire.

The schools in the Trust are:

- Bardwell School, Bicester
- Bloxham Grove Academy, Bloxham, to open in 2022
- A Free Special School in South Oxfordshire, opening date to be confirmed
- Iffley Academy, Oxford
- Mabel Prichard School, Oxford
- Northern House Academy, Oxford
- Orion Academy, Oxford
- Springfield School, Witney
- The Grove@Longford Park, Banbury (satellite provision of Orion Academy)
- The Gallery@Longford Park, Banbury (resource base for mainstream students)

The Trust's vision is to continue to expand over the next five years, supporting a community of converter academies, free schools and sponsored academies. All member academies have the opportunity to share SEND expertise and to work with peers who share common aims and goals.

The Trust is committed to investment in learning, developing system leadership, working in partnership and through a shared vision, enabling all students to reach their full potential.

## **Receptionist Job Description**

### **Introduction**

This job description describes in general terms the normal duties which the postholder will be expected to undertake. However, the job or duties described may vary or be amended from time to time without changing the level of responsibility associated with the post.

The performance of all the duties and responsibilities shown below will be under the reasonable direction of the Head of School. The Head of School or other Senior Manager if appropriate, will be mindful of her/his duty to ensure that the employee has a reasonable workload and sufficient support to carry out the duties of the post.

The job description will be reviewed at least annually and any changes will be subject to consultation. The academy's grievance procedure will be used to resolve any disagreement arising out of the job description. Other relevant policies may be the Stress at work policy and Dignity at work policy.

### **Job Purpose**

To provide excellent customer service by being the first point of contact for anyone visiting or ringing the school. To provide administrative support to the school.

### **Key Tasks**

- Be first point of contact for members of the public, parents and any other agencies, either in person or by phone
- Deal with general telephone enquiries from members of the public, staff, parents and take messages.
- Carry messages across the school and escort visitors where required.
- Deal with face-to-face enquiries from members of the public, customers, parents and staff.
- Deal sensitively with confidential information, queries and complaints; to ask for the support of senior colleagues when appropriate.
- Perform general administrative duties. This may include, but not limited to: data entry, word processing (letters, memos, contracts, reports, certificates, presentations and minutes of meetings), filing, scanning and processing documents and photocopying.
- To make minutes of meetings
- To maintain stationery stock levels
- Manage diaries, including arranging meetings and booking venues.
- Provide a range of hospitality, such as ensuring meeting rooms are prepared and stocked, in readiness for meetings, either on that day or the following day.
- To keep the staffroom tidy including loading and emptying the dishwasher.
- Receive, sort and process letters, parcels and emails
- Ensure letters and/or other communications intended for the Gallery Trust are passed on without delay.

## **Standards and quality assurance**

- Support the aims and ethos of the Academy
- Set a good example in terms of dress, punctuality and attendance
- Attend team and staff meetings
- Be proactive in matters relating to health and safety
- Participate positively in training and professional development
- Take part in support staff appraisal

## **Specific responsibilities**

In addition to the duties outlined, you may be responsible for the following:

- Providing First Aid following appropriate training
- Being a Fire Marshal following appropriate training.
- Undertake tasks and duties as requested by the Head Teacher

## **General Responsibilities**

- Taking appropriate responsibility for one's own health, safety and welfare and the health, safety and welfare of pupils, visitors and work colleagues in accordance with the requirements of legislation and locally-adopted policies; including taking responsibility for raising any concerns with an appropriate manager and for reporting accidents and incidents appropriately
- To carry out other duties as may be reasonably assigned by the Head Teacher
- Be aware of and support difference and ensure equal opportunities for all
- Be aware of and comply with the Academy's policies and procedures

**Selection Criteria**  
**Receptionist, Northern House Academy**

	<b>Essential</b>	<b>Desirable</b>
Professional Qualifications	Grade 4 at GCSE in Maths and English (Grade C on old scaling) or equivalent in mathematics and English, or suitable equivalent experience	
Experience	Experience of providing customer service either as a receptionist or in another role.  Experience of working in a busy office environment.	Previous experience of working in a school.
Professional Knowledge & Skills	Ability to respond flexibly to situations and to demonstrate good judgement  Ability to comprehend and observe the Academy's policies and procedures as well as relevant legislation  Willingness to undertake First Aid training and to attend to the medical, first aid and personal needs of pupils.  Willingness to undertake Fire Marshal training.  Knowledge of a range of IT packages including Microsoft word and excel	First Aid Trained  Fire Marshall Trained
Personal Skills and Qualities	Ability to establish and maintain positive relationships with key stakeholders, including pupils, colleagues, parents, carers and external agencies  Ability to work collaboratively and constructively in a team  Commitment to safeguarding and the welfare of children and young people  Good organisational skills  Excellent interpersonal and communication skills  Ability to remain positive and enthusiastic, including when under pressure	Full driving license