



ASHLYNS SCHOOL



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Reception

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Student Services Receptionist Information for Candidates



Welcome from the Headteacher

Ashlyns is a popular and oversubscribed school with in excess of 1500 students including a growing and successful Sixth Form.

The school was rated 'Good' by Ofsted in October 2023, with an 'Outstanding' Sixth Form.

It's our aim that work and study should be joyful; the staff and students at Ashlyns help to create the atmosphere for this to happen. There is a palpable sense of community, professionalism and a culture of high expectations, all of which are underpinned by ethical leadership.

We are a thriving school with a rich heritage. Originally established for the most vulnerable in society, our focus on helping all students to be the very best versions of themselves is central to all we do.

I hope the information here and on our website will give you an insight into our school – the high aspirations, excellent support and opportunities for our students and staff, the scope of the role and the kind of person we are looking for.

If you want to provide outstanding learning opportunities and exceptional pastoral care for students within a forward-thinking, hard-working school community, we would like to hear from you.

We welcome visits from prospective candidates prior to application. We look forward to hearing from you and welcoming you to our school.

James Shapland, Headteacher

Independence

Inclusivity

Integrity



Character Education at Ashlyns School

We have a commitment to character education and we put our values of Integrity, Inclusivity and Independence at the heart of all we do.

Integrity: we act with respect, honesty, courage and justice

Inclusivity: we play our part in the social contract with kindness, service, empathy and gratitude

Independence: we strive to meet our potential with resilience, determination, self reflection and self discipline

All members of the Ashlyns' community are expected to demonstrate these values and play their part in fostering a positive and enriching environment for everyone. We look forward to welcoming staff members who will exemplify these values in their and serve as genuine role models for our students.



Working at Ashlyns School

Ashlyns School is located in the market town of Berkhamsted in south west Hertfordshire. The town is surrounded by Chiltern countryside and within easy reach of London and commutable from many nearby towns including Aylesbury, Hemel Hempstead, Luton, St Albans and Watford.

Our school is a well resourced, exciting environment. Our systems provide flexible working and a truly collaborative culture. As well as joining an experienced and close-knit team, there are other benefits that come with working at Ashlyns:

Health

- Free use of on-site gym with weekly staff fitness sessions
- Wellbeing (free access to mental health support, physiotherapy etc.)
- Free annual flu jab
- Dedicated and active Staff Wellbeing/Social Team (with leadership focus on teacher workload)

- Excellent staff facilities (ample on-site parking, large staff room, departmental offices)
- Staff Occasional Day (school usually schedules this annually)

Wealth

- London fringe allowance payscale
- Paid lunch duty available plus lunch allowance
- Herts Reward Scheme (savings at supermarkets, on leisure activities etc.)
- Cycle to work scheme

Family

- Children of Staff Admission Rule

Support

- A talented team of support staff who provide expert, whole school support (including Administrators, TAs, Premises Staff, Mentors and Technicians)



Personal and Professional Standards

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment:

- To support the school's aims, ethos and values
- To set a good example in terms of professional dress and appearance, punctuality and attendance
- Take responsibility for personal development making full use of the school's professional development opportunities and training
- To attend team and staff meetings as appropriate, contributing actively whenever possible
- To provide courteous, prompt and polite service to all members of the school's community including parents, students, all staff and visitors
- To actively contribute to the school's mission statement by forming positive relationships within the school community and working collaboratively and in good humour with other colleagues as appropriate or when directed
- Be aware and comply with all relevant policies and procedures within the school, particularly those relating to child protection, equality, health and safety, staff code of conduct and confidentiality. It is the duty of all colleagues to report breaches of school policies or procedures to the Headteacher.

Job Description

Student Services Receptionist

Grade:	H4 plus fringe allowance and first aid allowance
Reporting to:	Admin Manager
Date:	April 2024
Time/Hours:	22.5 hours per week, 3 days a week (Monday, Tuesday & Wednesday) 8am to 4pm (30 minutes unpaid break), term time only

Main Duties of the Post Holder

- To build an informed professional relationship with students that require assistance from Student Services. Students are to be responded to efficiently, using your gained knowledge, and responses adapted accordingly
- Responsible for the attendance monitoring for vulnerable students - escalating through to conclusion
- Allocate and record the issue of school Chromebooks. Use judicious knowledge of the Chromebook loan protocol to maintain accurate records and drive the process of locating unreturned devices
- Assist with student first aid/welfare duties, maintaining medical logs and liaising with parents/staff etc.
- Deputise for School Receptionist, during peak times, lunch period and unplanned absence; managing on-call, sorting and redirect school emails, answering the telephone and corresponding internally and externally
- Respond to daily ad hoc requests from the whole community - working as a team with prioritising and responding accordingly
- Fire drill - support attendance team with up to date student location information during fire drill
- Ensure the school's main entrance and reception area is clean, tidy and presentable at all times, this includes the management of all lost property items
- Administer the Student of the Week programme
- Keep a record of mobile phones, and other confiscated items by staff
- Administer the issue of lunch tokens - working with the Finance Team regarding right to issue and repayment
- Keep records of borrowed uniform and order plimsolls / ties when supplies are depleted

Experience/Qualities of Post Holder

- Be well organised and meticulous in record keeping, planning and communication, having excellent attention to detail
- Be able to prioritise duties and manage your time effectively
- An ability to use relevant technology to an appropriate level, for example Microsoft Office and Google Suites; experience of internal Management Information Systems and databases desirable
- Have an excellent telephone manner, being able to adapt responses according to the humour and situation of the caller and to communicate well with people at all levels

Job Description

- Present a courteous and friendly manner to all visitors to the school, having due regard to 'customer service best practice' attributes
- Remain calm, patient and polite even when under pressure
- Be confident and self-motivated
- Have good numeracy and literacy skills, with a focus on good grammar and spelling
- Working with young people - providing a professional and effective service
- Exhibit high moral standards in dealing with confidential and sensitive situations being honest, reliable and trustworthy
- Be willing to take on jobs to balance the workload of others when required
- Maintain excellent timekeeping and attendance
- Demonstrate a passionate commitment to our school
- Maintain the appropriate knowledge of first aid - training will be provided

Professional Standards

- Support the aims and ethos of the school as defined in the staff handbook and school prospectus
- Set a good example in terms of professional dress and appearance, punctuality and attendance
- Uphold the school's behaviour policy, uniform regulations and code of conduct in a consistent, firm and non-confrontational manner
- Attend team and staff meetings as appropriate, contributing actively whenever possible

Additional Duties

- To play a full part in the life of the school community, to support its distinctive mission and ethos
- To carry out such other duties as required, and as are commensurate with the grade of the post
- This position will also involve taking on other appropriate roles and duties as and when directed by the Headteacher

The duties outlined in this role description are in accordance with the Schemes of Conditions of Service as determined by The National Joint Council for Local Government Employees.

This role description may be modified by the Headteacher to reflect or anticipate changes which are commensurate with the salary and role title and improvement and expansion plans of the school.

This role description will typically be reviewed every 3 years or sooner, if required.

Person Specification

Student Services Receptionist

Qualifications	Essential	Desirable
1. A good standard of general education, including a C grade at GCSE (or equivalent) in English and Maths	X	
2. A Level qualifications		X
3. Good digital literacy skills with an enthusiasm to acquire new skills	X	
Experience		
1. Experience of working with effective administrative and clerical systems	X	
2. Working as part of a team, as well as your own initiative	X	
3. Experience of working within a school/education environment		X
4. Experience of using school information management systems		X
5. Working with children, young people, parents and families preferably within an education context		X
Knowledge		
1. Demonstrate an understanding of issues linked to confidentiality	X	
2. Knowledge of school systems and procedures		X
3. Demonstrate an understanding of safeguarding procedures	X	
Skills		
1. Ability to communicate effectively both orally and in writing	X	
2. Ability to prioritise and meet deadlines	X	
3. Excellent attention to detail	X	
4. Excellent telephone manner	X	
5. Ability to use IT systems effectively to produce reports and record information	X	
6. Demonstrate an ability to cope with stressful/conflict situations	X	
7. Demonstrate enthusiasm, tact, diplomacy, warmth, empathy, forward thinking and good organisation	X	
8. The flexibility to adapt to changing workload demands and new school challenges	X	
9. Personal commitment to continuous self-development	X	
Personal Qualities		
1. Good role model	X	
2. Strong interpersonal skills	X	
3. Energetic, creative and enthusiastic	X	
4. Co-operative, flexible and responsible	X	
5. Able to prioritise and work under own initiative	X	
6. Reliable, well organised and committed to high standards	X	
7. Accurate with a good eye for detail	X	
8. Able to maintain confidentiality	X	

Application and Next Steps

Please complete the online application form via the 'apply for this job' button on [Teach in Herts](#) (you will be required to set up a profile and also submit a covering letter).

We do not accept CVs. Prospective candidates are encouraged to submit their applications as early as possible as the school reserves the right to make an appointment before the closing date.

If you have any queries about the application process, or if you would like to arrange a visit to look around the school, please do not hesitate to contact Clare Richardson, HR Officer: hr@ashlyns.herts.sch.uk.

If you are shortlisted, your references will be taken up before the interview day. We will carry out an online search as part of our due diligence on shortlisted candidates. This post is exempt from the Rehabilitation of Offenders Act 1974; shortlisted candidates will be asked to complete a Criminal Records Self-Declaration Form.

Ashlyns School is committed to safeguarding children and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All successful candidates will be subject to an Enhanced Criminal Records Disclosure from the Disclosure and Barring Service, along with other relevant employment checks, including overseas criminal background checks, where applicable. All new employees and volunteers will be required to undertake safeguarding training on induction which will be updated regularly in line with statutory guidance.

Please view our [Safer Recruitment Policy](#), [Child Protection Policy](#) and [Staff Code of Conduct](#).

As an equal opportunities employer, Ashlyns School is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join Ashlyns School. We operate an anonymised shortlisting process.



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