MONKTON

Part-time Receptionist Information Pack

The School

Monkton places thinking differently at the heart of its strategic vision. We are already one of the country's best known smaller boarding schools and pride ourselves on our size meaning you can really get to know all of the pupils and serve as a full part of our community. We are a Christian school with worldwide connections and interests, and have a strong reputation for pioneering and proactive pastoral care.

A single board of Governors oversees the entire School (Prep and Senior) and Monkton is a registered charity and is incorporated as a company limited by guarantee. The Principal acts as both the Head of the Senior School and as the CEO of the group of schools.

The Senior School enjoys a very attractive rural location in the Monkton Combe valley some two and a half miles south of the historic city of Bath. Nearby in Combe Down is Monkton Prep School.

The Senior School and Prep School have a strong boarding tradition; however, day pupils comprise one third of the intake of the Senior School and are in the majority in the Prep School. Since 1992 when it merged with Clarendon School for Girls the school has been co-educational with three boys' boarding houses and three girls' boarding houses in the Senior School.

The Senior School buildings are, in many cases, formerly privately owned converted houses, in the village. There are also many purpose-built teaching areas including the £4.5 million extension of Maths & Science departments, a completely remodelled £3.5m Music department and the significant enlargement of the Art and DT departments. The School has two boathouses on the River Avon and extensive playing fields. Some staff live in the valley in school accommodation.

The Role

We are seeking a part-time Receptionist at the Senior School who will offer a warm and professional welcome to visitors at the Senior School site.

Hours: Mondays 08:00 - 17:00, term time only, with half an hour for lunch (provided by the school).

This position will report into the PA to the Principal and be part of an administrative team of six.

The purpose of this role is to ensure the smooth and efficient running of the Senior School reception. To represent Monkton Combe School and to support the school's objective of providing excellent standards of customer service in all interactions with parents, pupils and visitors to the school. To be a friendly and professional point of contact always upholding the Monkton values.

Reception responsibilities:

- To warmly receive and welcome visitors, students, parents, suppliers, including taking in deliveries to Monkton;
- To administer the school policy for visitors and contractors, issue visitor passes via the Sign In app and report any breaches to the Director of Operations;
- To respond promptly to incoming calls and emails, directing them appropriately;
- To ensure the reception area is a welcoming first point of contact for all visitors, that it is tidy at all times, that brochures are well stocked and current, and art work is in good order;
- To regularly read School notices and communications to ensure familiarity with routines, events, sports fixtures, news and expected visitors in order to be prepared and informative;
- To receive and dispatch post daily and issue incoming post and parcels to staff and pupils;
- To arrange transport (trains and taxis) for pupils and staff liaising with the finance department about recharges;
- To keep records in conjunction with the Fleet Manager and issue keys for School minibuses;
- To book car park spaces for visiting guests as requested;
- To register students as absent or away for medical appointments on ISAMS if notified directly by parents;
- To manage and administer the morning registration function on ISAMS daily and upload the morning registers to REACH;
- To collate all travel details for boarders, obtaining information directly from parents and guardians, ensuring boarding standards are in place.

Note: The responsibilities named above are not an exhaustive list and the post holder may be reasonably required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the character of the duties or the level of responsibility entailed. The post holder may be reasonably required to conduct similar duties given in the job description within other parts of the school.

The post holder is expected to liaise with the other job share employee(s) to ensure adequate cover is provided at all times and information is shared appropriately to enable each post holder to effectively carry out their duties.

Person Specification

Note: some of the areas described in this person specification would be developed through the training on the job over the course of the first year.

		Essential	Desirable
Qualifications	Good basic education to GCSE level in literacy and numeracy or equivalent.	✓	
	RSA or similar typing/word processing qualifications.		✓
Experience	Experience of developing and maintaining administrative systems.	✓	
	Previous experience in supporting and being a team member in a school.		✓
Knowledge And Understanding	Equal Opportunities, Health and Safety and Child Protection		✓
Skills	IT literate including an understanding and knowledge of Google Suite.	✓	
	Excellent accuracy and attention to detail.	✓	

	Able to communicate effectively and to provide a warm, welcoming, informative and accommodating service to children, parents and staff.	✓	
	Strong written and verbal communication skills.	✓	
	Able to keep clear records.	✓	
	Excellent organisational skills and ability to effectively prioritise time and work.	✓	
Personal Attributes	Able to work unsupervised and use initiative.	✓	
	Discretion, respectful of confidentiality and a professional, tactful approach.	✓	
	Attention to detail.	✓	
	Sympathy with the School's Christian ethos.		✓
	Awareness of the responsibilities of working in an environment with young people.	✓	
	Supportive and engaged with the School's vision, mission and values.	✓	
	Ability to be a flexible and adaptable team player	✓	
	Proactive / problem solving skills.	✓	

Safeguarding

Monkton Combe 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 Disclosure and Barring Service.

- **Child Protection (Safeguarding) and Staff Code of Conduct and Behaviour Policy, including EYFS**
- **Equal Opportunities Policy, including EYFS**

Diversity Statement

We seek passionate individuals who live out our four core values (confidence, integrity, humility and service) and inspire our bright, curious and enthusiastic students. Monkton thinks differently. We appreciate and value difference, and our ambition is to attract, develop and retain a diverse mix of talented people that will contribute to our ethos and values.