



Recruitment Information Pack

School Receptionist/Family Liaison



Welcome to The Rise School. Thank you for your interest in joining our team!

I have almost 21 years experience of working in a variety of secondary mainstream and special educational needs schools. During this time I have come to understand that the 'whole child' and his or her happiness is the absolute key to their overall success.

I am passionate about providing the very best educational opportunities in our school community. The Rise is a very special place for autistic children and young people to learn, thrive and be happy, working hand in hand with our families and carers.

Our school values are Be Kind, Be Resilient, Be Proud. They underpin our community and if you visit us you will see examples of these values in action recorded on our 'Kindness Trees' and celebrated through our rewards system which encourages our pupils to develop empathy and compassion. Our environment is one in which we all can feel safe and appreciated for our individual contributions.

Our pupils are some of the most vulnerable children in society and we are passionate about wanting them to blossom and experience success whilst developing confidence and strategies to overcome some of the challenges associated with their autism. I believe that we have a responsibility to ensure we equip our pupils with the confidence and skills to live their lives safely and successfully and go on to take their place within the local community and beyond.

I have the highest expectations and am very aspirational for each and every pupil in our care. We see academic success for our pupils as of equal importance to their social and emotional growth. We constantly review our practice and provide staff training to ensure we are providing the best possible teaching and learning experience for our pupils.

Our "state of the art" building offers an enormous range of learning and social opportunities to our pupils. In addition to the basic core curriculum we provide a range of really exciting and beneficial learning opportunities such as Duke of Edinburgh awards, camping trips, yoga, learning opportunities outside the classroom and Mindfulness. As our pupils go into Key Stage 4 (14-16 years) we offer a bespoke curriculum that will provide further opportunities from GCSEs to vocational pathways. I encourage staff to innovate and play to their strengths whilst offering additional opportunities for our pupils to achieve academic success and a personal fulfilment.

Ultimately I am so very proud of the pupils and staff of The Rise School, who together ensure that our school is a very special and exciting place for us all to be.

Sarah Roscoe
Head Teacher
BA Hons PGCE MA NPQH



BE KIND – BE RESILIENT – BE PROUD

Job Title: School **Receptionist/Family Liaison Administrator**
Employer: Ambitious About Autism Schools Trust/The Rise School
Salary details: £20,000 per annum (actual)
Contract Type: Full time/term time only + 3 weeks (42)
Start Date: As soon as possible



The Rise School is a ground breaking, genuinely innovative school for children and young people, aged between 4 and 19 who have autism. Our pupils access the national curriculum at broadly age-appropriate levels, while still receiving the specialist support they need. We have recently moved into a brand new, state of the art building designed specifically to support the needs of our pupils. We are also co-located with a secondary school, Springwest Academy. This gives our pupils the best of both worlds: specialist facilities in our school building and access to mainstream education, which they might not otherwise benefit from.

We are looking for a professional and friendly **School Receptionist/Family Liaison Administrator** who is committed to achieving high standards for all our pupils working closely with colleagues in a multi-disciplinary team (including teachers, behavioural specialists and speech and language therapists).

For a confidential discussion regarding this opportunity please contact Linda Burn
LindaBurn@TheRiseSchool.com

How to apply

To apply please download and complete our application form and equality monitoring form from our website www.TheRiseSchool.com. Completed applications should be emailed to LindaBurn@TheRiseSchool.com.

The closing date for applications is 13th April 2018 12 noon, interviews will take place week commencing 23rd April 2018. The school is committed to safeguarding and promoting the safety and welfare of children and young people. All staff and volunteers are expected to share this commitment and all appointments will be subject to appropriate vetting including references and an enhanced DBS.

School Receptionist / Family Liaison



Job Title	School Receptionist / Family Liaison Administrator	Team	The Rise School
Job Band	TBC	Reporting to	School Business Manager
Hours	37.5 Hours a Week 42 Weeks	Line Manages	N/A

Job Description

Purpose:

To provide administrative and organisational support to the school by undertaking reception and family liaison duties. The post holder will be an important member of the multi-agency family support and act as the link person between the families, school and agencies available. You will be an advocate for the community and as such will build relationships with families who would not by choice approach statutory service providers.

Key Tasks & Responsibilities

Receptionist

- Deal with and efficiently pass on all incoming telephone calls to the school and greet all visitors/parents, providing an efficient, professional, warm and welcoming switchboard and reception service. Deal with all enquiries in a warm and effective manner seeking information from relevant sources as needed.
- Manage all incoming mail and deliveries and distribute to relevant personnel; deal with all outgoing mail from the school.
- Manage and distribute incoming email to the school's general email address and manage outgoing emails such as newsletters and announcements.
- To support with ensuring that all pupil and family data is entered on the school SIMs database and that such records are up to date and accurate.
- Manage school diary system, inputting whole school events, colour coding for relevant departments.
- Maintain and monitor visitor security system.
- Log, record and communicate pupil and staff lunch requests.

Family Liaison

- Log, record and report on pupil absence completing all required school reports. Supporting SLT to promote good attendance of pupils at school to enable them to learn effectively.
- Assist Admissions processing, booking parent meetings, family tours and monitoring waiting lists to communicate with prospective families.
- Track the progress of identified groups of pupils and provide summary reports to the SLT and the Governing Body.
- Encourage parental involvement in the school and its activities.
- Liaison with relevant members of the school's staff regarding families/pupils as necessary and with parent/carer consent.
- Participate in feedback sessions/meetings with parents, guardians, carers and their children as directed.
- Establish constructive relationships and communicate with other agencies/professionals where appropriate.
- Maintain appropriate, confidential records as required.

General

- Present a positive personal image, contributing to a welcoming school environment which supports equal opportunities.
- Respond in a courteous manner to members of the school community and all visitors.
- Establish constructive relationships and communication with contractors and other agencies/professionals.
- Be aware of and comply with all relevant school policies and procedures (e.g. Safeguarding, Health and Safety), reporting all concerns to the appropriate person.
- To maintain the confidential nature of information relating to the school, its pupils, parents, guardians and carers.
- Support teachers with administration as requested by the Leadership Team
- Ensure that pupil registers, staff and visitor lists are taken to the emergency meeting point in the event of a fire / other emergency which requires the school to be evacuated.
- Participate in activities with children as requested by your Line Manager e.g. School trips, school celebrations etc.
- Contribute positively to the effectiveness and efficiency of the team
- Undertake any other reasonable duties as may be allocated from time to time.
-

This job description is not exhaustive and reflects the type and range of tasks responsibilities and outcomes associated with the role. The post holder will be expected to also complete any tasks, as requested by the Head teacher.

Person Specification

Role and Band Competencies	Essential	Desirable
Education Levels & Qualifications		
1. Educated to A-level standard or equivalent		X
Specific Knowledge, Experience & Technical Skills		
2. Fire Marshall		X
3. First Aider		X
4. Extensive previous experience of working within a fast paced, first class reception		X
5. Excellent telephone manner	X	
6. Excellent organisational skills	X	
7. Computer literate (MS Office)	X	
8. Good written English	X	
9. Experience of drafting and setting out own correspondence		X
10. Experience of working as part of a team	X	
11. Commitment to school aims, objectives and values	X	
12. Knowledge of Data Protection, Equality & Diversity and Health and Safety		X
13. Excellent customer focus	X	
14. Minute taking		X
15. Excel, intermediate		X
16. Experience of working within a similar organisation		X
Personal Attributes		
17. The Ambitious about Autism Schools Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment	X	
18. Good appreciation of health and safety in the workplace, data protection principles and equal opportunities.	X	
19. Polite and helpful	X	
20. Professional, a commitment to quality and delivery of a first class customer experience	X	
21. Approachable and willing to listen to both customers and colleagues	X	
22. Excellent record of punctuality in previous employment	X	
23. Ability to motivate others by clearly communicating	X	
24. Ability to work in a flexible and co-operative manner	X	
25. Excellent communication and interpersonal skills	X	
26. Compassionate and sympathetic	X	
27. Ability to respond to high workloads and stressful situations in a calm and effective way	X	
28. Good appreciation of health and safety in the workplace, data protection principles and equal opportunities.	X	
29. Experience of working in a school environment		X
30. Ability to work overtime to cover specific events on occasions	X	