



HORRIS HILL
SCHOOL

JOB DESCRIPTION

Receptionist and Office Assistant

Horris Hill School is one of the UK's leading boarding and day independent preparatory schools for approximately 120 pupils aged 4 to 13. It has an excellent reputation for delivering an outstanding all-round education, including successful entry and scholarships to many of the country's top senior schools. It is an exciting time of change and growth for the school, as it looks to extend its offering by opening a 50 week nursery from September 2022 for children aged 2-4 years. Girls will also be able to benefit from the education and care that the school provides and are delighted to offer them the opportunity to join in nursery and reception from September 2022.

Our staffing team are critical to the school's continued success and the school has made some excellent recent appointments. We are delighted to be welcoming our new Headmaster, Mr Rob Stewart to the school in September. He has an outstanding track record including being an Eton Housemaster as well as the head of a leading Prep School. We have also hired an experienced bursar who will join the school in September.

Horris Hill is part of Forfar Education, a specialist school investment and advisory business, which partners with and manages schools across the world, supporting them to become outstanding centres of excellence for pupils of all ages to learn and grow. Forfar Education is committed to working in close partnership with school leadership for the benefit of all pupils, celebrating each school's identity and strengths.

Location

The School is set in 65 acres of beautiful Berkshire common land just south of Newbury, yet close to the M4 and only an hour from Heathrow airport. The School has continuously occupied the site for over 130 years.

Facilities

The School is a blend of older buildings dating from 1888 and modern facilities. The School has recently opened a new, state of the art theatre which is a tremendous asset for the School and the local community.

Pastoral care

The School is renowned for its nurturing ethos and the care of each individual pupil, an approach that underpins the success that pupils show in all areas. Our highly dedicated staff aim to produce happy, polite and academically successful pupils.

Co-curricular activities

We offer a wide range of activities for boarders and day pupils, with options for wrap-around care to meet the needs of modern families.

Destination of leavers

About 25 pupils leave the School each year after Common Entrance at 13 years old for some of the top Public Schools, with many going on to Eton, Winchester, Marlborough, Radley, Harrow and Sherborne.

The Role

Job Title: Receptionist and Office Assistant

Reports To: Operations Manager

Working Time: Monday to Friday: 8am to 5.30pm with one hour for lunch.
This is a full time, year round position with 8 weeks of annual leave per year.

Main Duties and Responsibilities:

Reception and Front Desk

- To greet parents and pupils with a positive, happy, customer-oriented demeanour – ensuring that all visitors receive a warm and hospitable welcome to the school
- To answer the main school phonenumber in a timely, professional, positive and helpful manner
- To maintain reception ensuring that the area is well presented, welcoming and organised at all times.
- To administer the security arrangements of the school and organise the visitors' book and badges.
- To be the first point of contact for parent enquiries, ensuring that all questions or issues are resolved in a timely manner or directed to the relevant staff member where required
- To contact parents or carers of students on the first day of absence
- To receive messages by phone, email or in person and ensure they are passed on to the appropriate person
- To check that visitors hold appropriate DBS clearance
- To be responsible for incoming and outgoing mail, post and parcels
- To issue calls, emails, text messages, website messages etc as appropriate in order to keep all parties fully informed on school matters

School Administration

- Book and coordinate meeting rooms, ensuring they are tidy and ready for meetings
- To assist in school filing, pupil folders and record keeping
- To update the school calendar with events and trips
- To be conversant with the school systems for trips and bookings and for weekend arrangements
- In collaboration with the HR manager, ensure external club providers hold appropriate safeguarding checks
- Manage the school bus booking system
- To maintain a current staff contact list
- Liaise with external clubs providers regarding timetables, general logistics
- Work with the Head to prepare internal and external clubs and extra-curricular activities letters and lists and notify parents of clubs allocated.
- Support marketing department with co-ordinating parents newsletters and events programmes
- Assist in posting news stories to the School websites and to social media
- Proactively offer support with school events such as Horris Hill Day, Sports Day and Open Days

PA Support

- Provide PA support to Headteacher and Bursar
- Assist with diary management and co-ordination of calendars
- To prepare presentations and reports as required
- Assist in organising staff social events and staff birthdays, leaver awards

School Database and Systems

- Manage data collection and restrict data leaving the School in accordance with GDPR and at the direction of the Bursar.
- Arrange the annual assessment data updates for all pupils and ensure the data therein is updated in the relevant systems prior to the commencement of each Academic year.
- Facilitate updates to pupil medical data and ensure that printed medical lists are kept updated as and when changes occur and that complete new lists are issued prior to the commencement of each new academic year.

General Responsibilities

- Ensures the safety and well-being of children at the School by adhering to and complying with the School's Child Protection and Safeguarding Policy at all times. Horris Hill School is committed to safeguarding children and promoting the welfare of children and young people and expects all employees, workers and volunteers to share this commitment.
- Attends training and staff INSET sessions organised by the School.
- Adheres at all times to Health and Safety legislation, and all school policies and procedures, to ensure their own safety and that of colleagues as well as pupils and visitors.
- Carries out any other reasonable duties as requested by members of the Senior Management Team.

This job description contains an outline of the typical functions of the job and is not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The job holder's actual responsibilities, tasks, and duties might differ from those outlined in the job description, and other duties commensurate with this level of responsibility may be either permanently or temporarily assigned as part of the job.

Person Specification – Receptionist and Office Assistant

Experience

- Proven reception experience or alternatively experience in a customer facing position
- Prior administrative experience in a professional environment
- Experience of working in a high volume environment with demonstrable ability to prioritise work from a number of different staff
- Be a team player, show initiative and work autonomously
- Previous school experience is desirable

Qualifications

- Good level of general education including GCSE Mathematics and English at Grade C or above, or equivalent

Skills, Knowledge and Ability

- Excellent interpersonal and customer-facing skills with a warm and friendly manner, together with an ability to foster good working relationships with staff, pupils and parents/guardians.
- Excellent verbal and written communication skills, including punctuation and grammar.
- High attention to detail and ability to consistently enter data and information accurately.
- Ability to work on own initiative to a high standard and to deadlines.
- Ability to maintain confidentiality at all times.
- Ability to be pro-active and make suggestions for improvement and change
- Organised, flexible and professional approach with enthusiasm, energy and commitment.
- Proficient in Microsoft Office packages, especially Outlook, Word, Excel and Mozilla Firefox / Internet Explorer with fast, accurate typing skills

- Ability to use databases. Training on the school's management information system will be provided.
- Someone with a current Enhanced DBS would be preferred

Appointments

The School is committed to safeguarding and promoting the welfare of children and questions will be asked at interview to assess the suitability of candidates to work with our children. A copy of the school's Safeguarding and Child Protection Policy is available to download from the School's website.

All appointments are subject to a satisfactory enhanced Disclosure & Barring Service check (including a check against the Children's Barred List) and other pre-employment screening. This includes receipt of at least two references satisfactory to the School, medical fitness, qualifications check where relevant for the post, the right to work in the UK, an identity check and a self-declaration of childcare disqualification. Please see the enclosed Safer Recruitment Policy for further details.

All appointments are made in accordance with our Equality policy and applicants should let us know of any special needs they may have.

Recruitment Process

Candidates are required to submit a completed application form together with a supporting letter outlining the extent to which they can demonstrate their ability to do the job and meet the criteria indicated. An application pack can be downloaded from the school website www.horrishill.com/vacancies. Please submit applications to hr@horrishill.com

You should provide details of two referees and one must be your current or most recent employer. References will be taken prior to interview unless specifically requested.

Applications will be considered as they are received therefore early applications are encouraged. Short-listed candidates will be contacted and asked to attend an interview soon after. Employment will commence, subject to the satisfactory completion of all pre-employment checks, as soon as possible after this.

Further Information

If you require any further information please don't hesitate to contact Mrs Debbie Power, HR & Compliance Manager on 01635 30323 or email d.power@horrishill.com