

John Scurr Primary School

Operational & Front of House Assistant

John Scurr is an Excellent, inclusive school, serving a truly multi- cultural community, where every student is cherished and treated as an individual. This is a school where young people's abilities and skills are encouraged and where they can grow. Our aim is that all students should leave the school as highly confident and articulate young children.

At the school, we believe that outstanding teaching and learning is underpinned by a key core value and commitment to equality and diversity. Equal access of opportunity is a priority at John Scurr Primary School. This ensures that all members of our community have an extremely heartening and supportive experience throughout their time at John Scurr, so that all can flourish.

We are at an exciting time in our development, our experienced Inclusion Leader is retiring and we are looking to appoint an exceptional **Operational & Front of House Assistant** this member will join our team in ASAP. This is a tremendous opportunity for someone wishing to further develop their career. This position is part time and you will be required to work 7am- 1pm, 5 days a week, Term time plus 2 weeks only.

We offer:

- Commitment to professional development within school and through our network of schools.
- An innovative and collaborative approach to High Needs provision
- Links to the Tower Hamlets Oracy Hub networks and the Unity CUSP curriculum
- Collaborative leadership at both Governance, department and senior level
- Excellent support and line management for all staff
- A convenient location between Stepney Green & Bethnal Green, with excellent transport links.
- Supportive parents and wonderful children

We are looking for:

- ***A Passionate and experienced customer service ready for their next step to bring out the best in our team***
- ***A team player, good communicator who is passionate.***

We are dedicated to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. The successful applicant will be subject to an enhanced DBS check.

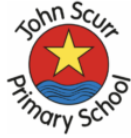
The closing date for receipt of applications on Friday 16th February 2024 at 3pm.

For further information and an application pack please go to our website:

<https://www.johnscurr.towerhamlets.sch.uk/our-vacancies>

If you have any queries or questions, please contact Tania Bashir (HR & Office Manager) on 0207 7903 647 or emailing: HR@johnscurr.towerhamlets.sch.uk

Applications must be made by application form. Please do not send a CV. It will not be accepted



John Scurr Primary School

Operational & Front of House Assistant

Scale 3 SP 5 - £28,545 fte (salary will be pro rata)

Term time, plus 2 weeks only

Fixed Term Position ASAP until 31/08/2025 with the possibility of extension

Please apply by completing the LBTH application
– using this advert and the JD to outline your suitability for the role.

All applications must be received by

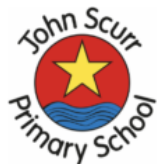
Friday 16th February 2024 at 3pm.

Visits to the school welcome.

Please send your applications to

Tania Bashir HR@johnscurr.towerhamlets.sch.uk

Interviews will take place on Friday 23rd February
2024 from 8am



John Scurr Primary School

JOB DESCRIPTION

Operational & Front of House Assistant

This job description reflects the vision for JSP. There is an expectation from the Governing Body that the **Operational & Front of House Assistant**.

POST TITLE: Operational & Front of House Assistant

GRADE: Scale 3 SP 5 - £28,545 fte - term time plus 2 weeks

Working Hours : 7am-1pm

RESPONSIBLE TO: SBM & Office Manager

STAFF SUPERVISED: N/A

RESPONSIBLE FOR: N/A

GENERIC ROLE

John Scurr Primary is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership

Main purpose

The **Operational & Front of House Assistant** is responsible for supporting with the administrative, financial and organisational processes within the school. They will also act as the initial point of contact, so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

Duties and responsibilities

- Update manual and computerised record/information systems
- Update and maintain the calendar
- Manage and organise completed forms from parents
- Report any issues with the school's IT systems
- Provide administrative support to staff as needed
- Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Assist with organizing parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Staff Attendance administration
- Taking Staff absence calls from 7am and passing information on to SLT
- Assisting with HR tasks and administration to support the HR manager.
- Supporting in staff cover allocations
- Monitor and maintain an accurate record of staff attendance, producing reports as necessary
- Monitor the late arrival of pupils and contact parents/careers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed.
- Assist with administration of staff/parent/student surveys
- Administrative tasks concerning the professional development of staff such as booking staff CPD courses as required.
- Data entering under the direction of SLT.
- Assist, under the (guidance of the SBM), with the organisation of INSET training days, staff meetings and whole school events such as, visitation, prize giving's, student photographs and open days.
- Attend the weekly briefing on a taking minutes of the weekly briefing, preparing and circulating the weekly bulletin.

- Support the SBM with HR administration and assist in maintaining accurate and confidential HR Files.
- Assist in maintaining accurate and confidential student safeguarding files.
- Ensure all new staff (including volunteers) undertake safeguarding training, and existing staff undertake refresher training when necessary.
- Create and maintain a strategic overview of, and responsibility for, the whole school calendar and diary; ensure dates on the school website are up to date.
- Supporting the administration of complaints procedure maintaining full and accurate records of complaints and responses.
- Maintaining school policies and procedures and uploading the most recent version of the policy to staff, parents and school website. Highlighting when updates to policies are required to the SBM and alerting staff to changes to policies as required.
- Support the SBM Collating and completing termly Census checks and submitting the Census to DfE.
- Maintaining and archiving student filing.
- Support the Recruitment process.
- Support Coordinate and organise the recruitment process from preparation and placement of adverts online; preparation and compilation of application packs (including job descriptions, person specifications, applications form and supporting information) to co-ordination of interview, ensuring compliance with safer recruitment guidelines.
- Prepare invitation letters for interview with an interview Programme,
- photocopy application forms and interview questions for the interview
- panel and complete an interview/shortlist where applicable.
- Prepare regret letters for unsuccessful candidates where appropriate
- Support Administer pre-appointment checks for new Governors and new staff.
- Communication with parents
- Proof read and provide 'quality control' in respect of letters and documents produced.
- General Administrative duties
- Carrying out background research and presenting findings when appropriate;
- Maintain diaries and arrange line management meetings, internal and external meetings (attending where necessary to take minutes) including arranging and coordinating meetings and events, booking of rooms, covering of lessons, organisation of refreshments, tidying meeting rooms.
- Liaise with other staff, pupils, parents/carers and external agencies.
- To effectively manage and respond to enquiries from governors, staff, students, parents and other persons, either in person or on the telephone.
- To manage confidential correspondence for allocated SLT members and sort and process mail as required – reviewing, evaluating and prioritizing items for attention and acknowledging follow up as required.
- To manage an effective electronic and paper-based filing and retrieval system to enable accurate and up to date information to be accessed quickly and easily.
- Organise refreshments at meetings/events as required.
- To meet and greet visitors of the SLT providing a welcoming environment to the school.
- Book and tidy meetings rooms after meetings have taken place.
- Other secretarial, administrative or hospitality tasks as may be required by members of the Senior Leadership Team, or to provide assistance with tasks for other support team areas when requested at times of staff shortage or heavy workload.
- Act as the first point of contact for parents and visitors arriving at the school
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Seek support from other colleagues where necessary to respond to complex enquiries
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Assist staff and pupils with the information and support they need
- Add any other duties of particular relevance to your school
- To answer the telephone in an efficient manner and record and pass on messages as appropriate
- To answer the intercom CCTV system whilst having a high regard for security
- To greet parents/carers and visitors and deal with their requests in an efficient and professional manner
- To ensure visitors sign in the visitor's system and are provided with a visitor's badge
- To record DBS numbers for visitors where appropriate.

- Where appropriate, to act as an interpreter/translator to parents who do not speak English as their first language or to arrange for an interpreter
- To accurately maintain the shared calendar and update the school information board daily
- To provide refreshments for the Headteacher's visitors as required
- To use word processing to produce letters and memorandums
- To use spreadsheets to record, monitor and produce reports on pupil attainment information
- To open and distribute internal and external post and correspondence as appropriate
- To undertake filing and photocopying; to assist users with the operation of the photocopier and including changing inks and attempting to resolve issues.
- To liaise with the finance officers and premises team in respect of deliveries
- To provide administration assistance as required
- To administer first aid for pupils and staff with injuries, to ensure the correct procedures are followed
- To attend trips if required
- To assist all events with catering and hospitality, as required

Security

Control access to the school in line with the school's safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures

Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures

Written communication

Write and send email responses that are professional and uphold the school's vision and values

Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc) to parents, staff and other stakeholders

Finance

Collect, record and issue receipts for payments from parents

Carry out financial administration in line with the school's procedures

Other areas of responsibility

Read and follow the relevant school policies

Undertake training required to develop in the role

Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy

Contribute to the safety of children and young people and protect them from harm

Other areas of responsibility

Undertake any professional duties of the Headteacher reasonably delegated to the post-holder by the Headteacher.

All staff are expected to uphold the school's principles and policies which underpin good practice and the raising of standards across the school.

HEALTH AND SAFETY

- Undergo Basic First Aid training and update courses.
- Be aware of the responsibility for personal health, safety and welfare and that of others who may be affected by your actions or inactions.
- Co-operate with the employer on all issues to do with health, safety & welfare.

PROFESSIONAL CHARACTERISTICS

- demonstrate that you are an effective professional who challenges and supports all pupils and staff to do their best through:
- inspiring trust and confidence
- building team commitment
- engaging and motivating pupils and staff
- analytical thinking

PERFORMANCE MANAGEMENT

Performance management assessment will be based on the responsibilities listed above and judgements will be made against these within the agreed time scale, as part of the school's performance management cycle.

CONDITIONS OF SERVICE

Governed by the National Agreement on Pay and Conditions of service, supplemented by local conditions as agreed by the governors.

EQUALITY OPPORTUNITY

The post holder will be expected to undertake all duties in the context of and in compliance with the school's and council's equal opportunities policies.

SAFEGUARDING CHILDREN

The school is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. The successful candidate will require an enhanced db's clearance.

OTHER DUTIES AND RESPONSIBILITIES

- To ensure all duties and responsibilities are discharged in accordance with the school's health and safety at work policy
- To undertake other reasonable duties commensurate with the grade of the post.
- To undertake training as required for the role.

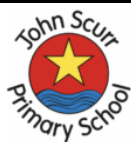
Declaration:

The post holder will be line managed and performance managed by: The SCHOOL BUSINESS MANAGER

The above job description was agreed on (date). It may be reviewed and/or amended at any time but before this happens you will be given appropriate opportunities to discuss the proposed amendments. It will be reviewed as part of the annual performance process.

_____ Signed by (Post holder)

_____ Signed by (Headteacher)



John Scurr Primary School

Person Specification

CRITERIA	QUALITIES
Qualifications & training	First aid training (or willingness to complete it)
Experience	Carrying out administrative tasks Dealing with face-to-face and telephone interactions Working with children or young people Working and collaborating within a team
Skills and knowledge	Good oral and written communications skills Ability to respond quickly and effectively to issues that arise Ability to plan, organise and priorities to meet deadlines Ability to use own initiative and take action accordingly Excellent attention to detail Good team player Good communication skills Ability to use IT packages including word processing, spreadsheets and presentation software Ability to use relevant office equipment effectively Ability to build effective working relationships with colleagues Understanding of data protection and confidentiality Understanding of safeguarding
Personal qualities	Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school Ability to work under pressure and prioritise effectively Commitment to maintaining confidentiality at all times Commitment to safeguarding and equality Embraces change well Deals with difficult situations effectively Able to use initiative with work load

This job description may be amended at any time in consultation with the post holder.
If you don't have all of the experience listed above but are interested in applying.

New Opportunity from ASAP

- The successful candidate will join the team from ASAP
- This will be a fixed term position, with the possibility of extension.
- Visits to the school are very welcome.

Selection Criteria -

You must be able to meet the person specification and agree to the role description as outlined in the JD.

Application Details

Please apply by completing the LBTH application form **Friday 16th February 2024 at 3pm.** – using this advert and the JD to outline your suitability for the role.

All applications to be sent to HR@johnscurr.towerhamlets.sch.uk