

## Queen Margaret's, York

Queen Margaret's is a fully independent boarding (75%) and day school for 300+ girls aged 11-18, located in 75 acres of parkland, six miles south of the ancient city of York. Established in 1901, the School is proud of its traditions and Anglican foundation, whilst being forward thinking. Strong in the Arts and Sciences, QM ranks amongst the country's elite schools academically, while providing an all-round education. Art, Dance, Drama, Music and Sport are all strengths and girls are encouraged to be involved in these and many other enrichment activities. Excellent pastoral care, with an emphasis on inclusion and opportunity are hallmarks of a QM education.

### **Ethos of the School**

A Queen Margaret's education is an exciting, challenging and balanced experience. Our girls are part of a community of people who care for each other and grow as individuals. They develop a wealth of skills for use in their own lives and ideals to make a difference in the world. At the heart of a QM education is a love of learning, which is supported by a healthy body and healthy mind. When a girl has completed her education at QM she will be a free thinking, courageous individual, prepared to take her learning to the next level and her place in a changing world.

### **Aims of the School**

Queen Margaret's is a school for girls who aspire to be leaders in every walk of life. QM girls take advantage of the rich and complementary programme of studies and activities available to them. In doing so, we hope that they will:

- achieve **excellence** inside and outside the classroom
- develop an enthusiasm for **independent** thought, learning and research
- grow with emotional maturity, social awareness and **respect** for individuality and difference
- forge special **friendships** that will stay with them for the rest of their lives
- be interesting, well informed, happy and confident members of the **community**

### **PART-TIME RECEPTIONIST**

Queen Margaret's is looking to recruit a personable, warm mannered and enthusiastic person as a part-time Receptionist to work in conjunction with our current part-time Receptionist.

#### **Job Description**

You are the first member of School staff with whom visiting parents, prospective parents and members of the public come into contact. You have an important role in the organisation, and the impression that you create may be of fundamental importance to the School. You will attend to visitors and deal with enquiries on the phone and face to face, and you will supply information regarding the School to the general public, parents, prospective parents and visitors.

#### **Main Role and Responsibilities; working with the other Receptionist:**

- answer the telephone, screen and direct calls
- take and relay messages as appropriate
- provide information to callers
- seek advance warning of intended visitors so that if possible a personal greeting can be given on their arrival
- greet visitors to the School and direct visitors to the correct destination
- ensure that all visitors sign in and out in accordance with the School's policies and Safeguarding procedures
- deal with queries from visitors
- filter and distribute emails from the 'general enquiries' mailbox and from the general voicemail
- sort all incoming post
- frank and log where appropriate all outgoing post/log all courier deliveries
- log pupil private postage use for charging purposes
- sort and distribute newspapers on a daily basis
- check that all 8:00am and 1:50pm roll calls have been entered in iSAMS
- create and distribute the "N" code report to house staff
- keep the 'fire box' up to date
- run the absence report for the 'fire box'
- make coach and travel bookings, using QM's approved suppliers
- update & maintain coach booking records

- assist with general administrative, mailing and clerical work as required
- ensure that display boards in the Reception area are kept up to date
- maintain the Reception area as a tidy & welcoming environment
- undertake any reasonable duties as may be required by the Head from time to time

### **Receptionist: Person Specification**

The Receptionist must:

- have excellent verbal and written communication skills
- have a professional personal presentation
- be 'customer focussed' and intent on making visitors to the School feel welcome and that they are in capable and competent hands
- be totally discreet
- be well organised
- work accurately and with attention to detail
- be proactive and able to use initiative
- be reliable
- be able to remain calm, even if those with whom the Receptionist is interacting are upset or angry

### **Terms and Conditions of Employment**

The following particulars do not form any part of an offer of employment. The Receptionist shall be subject to the School's rules, policies and procedures as set out in the non-contractual Staff Handbook as amended from time to time. It is part of his or her responsibility to be familiar with the provisions of the Staff Handbook

#### **1. Working Hours**

This is a term-time only appointment. Reception is manned from the hours of 08:00 – 18:00 Monday to Friday and from 08:00 – 12:00 on Saturdays. The successful candidate will be expected to work alternate Saturdays (approximately 11-12 Saturdays per annum). The exact working rota is open to negotiation but the current preference is that the appointee will work from 08:00 – 18:00 on Thursdays and Fridays with a 30 minute unpaid lunchbreak and alternate Saturdays as outlined above. This can be varied for the right candidate. In addition the Receptionist will be required to work five hours each day for a total of 12 days to provide reception cover, as needed, at the start and end of each term; these days could be on a Saturday but may include 1 or 2 Sundays each year as appropriate. Finally the Receptionist must be available to work on the School's annual Speech Day, currently this takes place on the last Saturday of the School year, usually the first Saturday in July.

#### **2. Appointment**

The Receptionist is appointed by the Head, subject to enhanced DBS clearance and receipt of satisfactory references. The appointee will be required to complete a confidential medical questionnaire (and undergo a medical examination where applicable), the costs of which will be met by the school.

#### **3. Line Management**

The Receptionist reports to the Head's PA.

#### **4. Professional Development and Appraisal**

All staff are expected to participate fully in the School's professional review process and seek opportunities to progress their development through training, observation and discussion.

#### **5. Holiday Entitlement**

This is a part-time role which attracts an annual holiday entitlement of 33 days (including English Bank Holidays), calculated on a pro rata basis. The Receptionist's holiday entitlement must be taken outside QM term time.

**6. Request for Absence**

The Receptionist shall make any requests for absence during term time in writing (letter or email) to the Head's PA, who will make consistent and transparent judgements based upon the best interest of the girls and the School. Sufficient notice must be given.

**7. Salary and Pension**

This post will attract a salary of around £7,000 per annum depending on experience, paid in monthly instalments in arrears from the agreed date of appointment and is inclusive of holiday pay. The appointee will be eligible to join QM's own staff pension scheme, which is a contributory money purchase scheme (6% employee and 8.4% employer).

**8. Safeguarding & Child Protection**

All employees of Queen Margaret's are responsible for promoting and safeguarding the welfare of children and young persons and must adhere to and ensure compliance with the school's Safeguarding policy. If in the course of carrying out the duties of this post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, this must be reported to the Designated Safeguarding Lead or her Deputy. Queen Margaret's is committed to safeguarding and promoting the welfare of children and young persons and candidates must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

**Queen Margaret's**

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[www.queenmargarets.com](http://www.queenmargarets.com)