

SWANBOURNE HOUSE



RECEPTIONIST **CANDIDATE PACK**

“THANK YOU FOR YOUR INTEREST IN THE ROLE OF RECEPTIONIST AT SWANBOURNE HOUSE.



At Swanbourne House our mission is to unlock and develop the confidence and individual talents of each child by providing our pupils with an engaging, collaborative and progressive teaching and learning community based on mutual respect, an understanding of individual needs and the willingness to rise to challenge.

In the context of a character and values education we ensure that our day and boarding pupils are well prepared for their next school and adult lives in a fast-moving and challenging globalised world.

Additionally it is our aim to provide our staff with the support which you need so that you can respond enthusiastically to the challenges which being part of a busy school entails.

At Swanbourne House we take a particular pride in our reputation for a broad education and we recognise that this is built very much on the commitment and skills of our staff.



Mrs Jane Thorpe
Head at Swanbourne House School.

OUR VISION

- > To nurture every pupil, enabling them to be resilient and build self-worth, through the widest variety of opportunities.
- > To provide our pupils with an engaging, collaborative and progressive teaching and learning community based on mutual respect, an understanding of individual needs and the willingness to rise to challenge.
- > To ensure both day and boarding pupils are well prepared, within the context of a character and values education, for their next school and adult lives in a fast-moving and challenging globalised world.

DISCOVER THE #SWANBOURNESPIRIT

Swanbourne House School is a co-ed prep school for ages 4 to 13 based in the Buckinghamshire countryside, around 20 mins from the thriving new town of Milton Keynes.

Our curriculum provides a broad education with strong academic foundations, allowing pupils with a range of abilities, interests and learning styles to flourish.

It's a **progressive approach** that ensures children are ready to take on the challenges of the next stage of their education with courage and confidence. In September 2019, we replaced Common Entrance with the Pre-Senior Baccalaureate, an assessment model that seeks fairly and accurately to quantify a pupil's all-round achievements in Year 7 and Year 8. A final summative Baccalaureate Certificate accompanies the transfer to senior schools and offers a 360° assessment of a pupil's progress, knowledge, skills and attitudes.

The breadth and balance within the curriculum entices pupils to engage fully in the range of lessons they have each day. Activity and investigation enable our pupils to be confident in thinking for themselves and to be resilient when problem solving.

An education at Swanbourne House School has a hands-on feel where children increasingly take ownership of, and pride in, their education. We are passionate about developing in the children, genuine awe, wonder and curiosity at the complexities of life and the world about us – past, present and future.



RECEPTIONIST

THE ROLE

We are looking for a friendly, outgoing, professional and astute front-of-house candidate able to act as an ambassador for the School, term time only. The successful candidate will promote a professional and efficient school to both parents and all those who make contact with the school. This person will meet and greet children, parents, visitors and contribute to the overall ethos/work/aims of the school and meeting the needs of the children.

KEY RESPONSIBILITIES

CUSTOMER FOCUS

- To offer excellent customer service.
- To build excellent professional relationships with children, parents and other professionals in the school.
- To meet and greet, check in and check out visitors in an efficient and friendly manner, making all feel welcome.
- To support the smooth running of the reception area for pupil arrival and pick up.

RECEPTION

- Answer telephone, filter calls and emails; deal with queries and provide information and advice about the school and school activities for parents, pupils and visitors.
- Record messages using the school's standard operating procedure and distribute to members of staff accordingly – handle enquiries with sensitivity, using initiative as required.
- Input, maintain, retrieve and collate pupil data using the MIS database, other databases and manual records.
- Ensure reception area is not left unattended at any time, liaising with other relevant employees to provide cover when required.
- To administer first aid in the nurse's absence.

REGISTERS

- Accurately record all information/conversations relating to the attendance and punctuality of our pupils.
- Responsible for attendance records, investigating unexplained absences, dealing with absence calls from parents and dealing with pupils who sign in/out at non-standard times.

OTHER DUTIES

- Deal with the mail, including email.
- Order stationery supplies and maintain stock control.
- Assist staff in various administrative tasks (for example - filing paperwork, scanning documents and saving in electronic format, drafting basic letters).
- Ensure that reception area is kept tidy and welcoming at all times.
- Oversee all minibus and coach booking procedures.
- Provide visitor refreshments as requested by any member of the Senior Leadership Team

GENERAL

- Ensure that all tasks are completed with the necessary level of discretion and that all information remains confidential.
- The post holder has personal responsibility for safety as outlined in the Health and Safety at Work Act 1974.
- All staff are required to abide by and promote the School's Safeguarding, e-safety, Professional Conduct and Equal Opportunities Policies.
- Employees are to:
 - Promote and ensure the good reputation of the school.
 - Carry out any other duties commensurate with the post.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIREABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • Good basic education. • Willingness to undertake a first aid qualification if not already held. • Qualified to work in the UK. 	A first aid qualification.
EXPERIENCE	<ul style="list-style-type: none"> • A minimum of one-year experience in a similar school role or front of house reception role. • Passion for running a professional and welcoming front of house. • Ability to work in a fast-paced environment and to multi-task. 	
PROFESSIONAL PRACTICE	<ul style="list-style-type: none"> • Excellent MS Office skills. • Conscientious and good attention to detail. • Proactive and self-motivated, happy to work autonomously on a reception desk. • Good planning, communication and organisational skills. • The ability to work collaboratively with colleagues. • Calm under pressure. 	Familiar with management information systems.
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Strong written and oral communication skills with the ability to deal confidently with a wide range of people including senior management, staff, pupils and parents. • Passion, resilience, integrity and optimism. • The willingness to go the extra mile. • Excellent inter personal skills. • Smart, business-like appearance. • Approachable at all times and empathetic to the needs of others. • An effective team member with the ability to use own initiative when appropriate. • Ability to work flexibly as workloads require and take ownership of tasks. • Sensitivity and patience, especially with children. • Attention to detail and ability to actively question and clarify information. • A role model who demonstrates professionalism at all times. • A commitment to regular professional development and training where appropriate. • An open mind and an ability to change and adapt. 	
INTERESTS / EXTRA CURRICULAR ACTIVITY	<ul style="list-style-type: none"> • Able and willing to undertake additional duties as part of the whole-school team. • Attendance at events, when required. 	
OTHER	<ul style="list-style-type: none"> • Sense of humour, enthusiastic together with a mature attitude. 	

SAFEGUARDING

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he/she is responsible, or with whom he/she comes into contact will be to adhere to and ensure compliance with the school's Child Protection Policy Statement at all times.

If in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, he/she must report any concerns to the Head.

YOUR APPLICATION

DATE OF APPOINTMENT

September 21.

SALARY

£8.91 - £9.50 per hour
dependent on qualifications
and experience.

Please submit a cover letter
and a completed application
form to
personnel@swanbourne.org

CONTRACT TYPE

40 hours per week term time only (8am - 5pm).
Permanent.

DEADLINE FOR APPLICATIONS

9am 21st September 2021.
Interviews to be held on 24th September 2021.

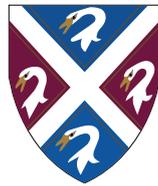
REPORTS TO

Director of Support Operations.

*We reserve the right to withdraw the advert before
the closing date*



**FOR ENQUIRIES ON YOUR
APPLICATION:
01296 720264
PERSONNEL@SWANBOURNE.ORG**



SWANBOURNE HOUSE

THE *Stowe*
GROUP