



Application Pack

Receptionist / Administrative Assistant

Closing Date for applications:
12 noon, 26th September 2018

Danesmead, Fulford Cross, York YO10 4PB

Tel: 01904 654983

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Charity Reg. No. 511974, Company No. 1591107



DANESMEAD, FULFORD CROSS, YORK YO10 4PB
TEL: (01904) 654983

Dear Candidate,

Receptionist / Administrative Assistant

Thank you for your enquiry about the above post. This is a vital role to the success of the School as a whole. You will be a member of the office team, contributing to a range of office duties, including taking lead responsibility for the busy reception desk and undertaking word processing and administrative tasks.

This post requires you to have excellent organisational skills, be customer-focused and have a sensitive approach in dealing with parents, pupils, staff and external professionals. Much of the work in the office will be confidential with tight deadlines to be adhered to.

You must be able to work well under pressure and to a high standard of accuracy, with good word-processing and computer skills. An excellent telephone manner is vital.

The role may often be hectic rather than a 'quiet office job' so you will need to be resilient, calm and able to deal with a wide range of people. A flexible approach to your work and being an efficient manager of time is essential. **It is the responsibility of all office support staff to ensure a consistently high standard of work and professionalism approaching all activities with sensitivity, co-operation and friendliness.**

In this application pack you will find information specifically about this position and about the school in general. I ask that you read the job description and person specification carefully to see how your skills and experience matches what we are looking for. The successful candidate will find York Steiner School an incredibly rewarding and enjoyable place to work. I look forward to receiving your application.

Good luck,

Maurice Dobie
School Administrator



The Key Details Of This Role

Working hours:	Term time: 8.30am – 4.00pm(tbc) Monday to Friday plus work week, training days and a maximum of ½ day per week during the school holidays.
Salary:	£16,018 pro-rata
Position:	Permanent, subject to a one year probationary period
Start Date:	As soon as possible.

If you have any queries or need further information please do not hesitate to contact Maurice Dobie, the school Administrator on 01904 654983 or maurice@yorksteinerschool.org.

Information About The School

York Steiner School was founded in 1980. It is a comprehensive, non-denominational and non-sectarian school for boys and girls. We currently have four Kindergartens, Classes 1 to 8 and eight Parent and Child groups. In 2015 the school was shortlisted for the TES 'Creative school of the Year' and one of our teachers achieved a Pearson Silver Award for Teacher of the Year in a Primary School. In 2016 we were rated 'Good' by the School Inspection Service.

The school is a member of the Steiner Waldorf Schools Fellowship, which, amongst its many tasks, offers advice and training for teachers and administrative staff in Steiner schools throughout the UK. Each school has a representative on the Steiner Waldorf Schools Fellowship (SWSF) council.

As a registered independent school we are obliged to meet the requirements of the Department for Education (DfE). We are currently inspected by the Schools Inspection Service who carry this out on behalf of Ofsted. Our most recent inspection report can be viewed at <http://www.schoolinspectionsservice.co.uk/> or on the school website (under reports & policies).

Rudolf Steiner (1861-1925)

Rudolf Steiner (1861-1925) was an Austrian philosopher who turned his attention to education at the end of the First World War. Like many of his contemporaries, Steiner was shocked at the carnage of that war and at the unimaginative response to it by political leaders. He asserted that both were the result of miseducation, and that a better world could be created only if schooling were refashioned upon wholly new principles.

He accepted an offer from the Waldorf Astoria company to establish a school for the children of its workers, and thus to put his ideas into practice. The first Waldorf School was opened in Stuttgart in 1919; there are now over 1000 schools world-wide, and their number is growing at a rapidly increasing rate.

Steiner observed that most education of his day was directed solely towards the pupils' intellectual faculties. Not only were their minds guided along very narrow channels, but vital areas of feeling and will were wholly ignored. He therefore outlined a curriculum that would enliven the whole human being, not simply the intellect. With remarkable clarity and insight, he charted a person's development from earliest childhood to adulthood, and selected subjects at each stage to meet his or her intellectual, emotional and volitional needs. Since the first Waldorf School was established, teachers have found his indications remarkably helpful and profound, and the curriculum remains highly pertinent to today's child.

Our Philosophy

Our approach is dramatically different from the norm in this country, having closer ties with the education in other European countries.

Whilst many of our children go on to great success in the halls of higher learning, our primary concern is not to turn out academics on some educational production line. We aim, instead, to help each child develop their own inner confidence and to do everything to the best of their ability.

We like them to explore as much of the world as we are able to show them and eventually to make conscious decisions about what they want to do in life.

Our educational process is designed to promote emotional balance, social awareness and intellectual curiosity. Based on the work of Rudolf Steiner, it focuses equally on the intellectual, artistic and practical in the curriculum.

This approach allows a balanced and comprehensive unfolding of the child's natural abilities and interests.

Excellence in learning is encouraged, and teachers work to generate self-discipline and genuine enthusiasm for learning, thus rendering competition and streaming unnecessary.

For further information on Rudolf Steiner and Steiner Waldorf education, you may like to visit the Steiner Waldorf Schools Fellowship website.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications, Training and Experience		
GCSE (A-C) (or equivalent) in English and Mathematics	X	
ECDL or Level 2 Word Processing & Spreadsheets		X
Clerical or administration experience	X	
Basic First Aid qualification		X
Skills & Knowledge		
Good interpersonal skills and an understanding of customer care	X	
Excellent written and verbal communication skills: able to communicate effectively and clearly with a range of staff, pupils, parents and outside agencies	X	
Good Literacy and Numeracy skills	X	
Competency in Microsoft Office (particularly Word & Excel)	X	
Organisational and time management skills	X	
An ability to work in a neat and tidy manner conscious of the public facing nature of the role and office	X	
Experience of cash handling		X
Understanding of financial systems & processes		X
Demonstrable experience of process improvement		X
Personal Qualities		
Ability to work as part of a team	X	
Resilience and a sense of humour in times of pressure	X	
Attention to detail, neatness and accuracy	X	
Warm, friendly and approachable	X	
Calm and unflustered manner	X	
A tidy personal appearance	X	
A desire and drive to continually improve the level of service you provide to all customers	X	

Other Requirements		
A willingness to undergo training to learn new IT applications, systems and/or processes	X	
An understanding of the need for confidentiality in various aspects of the role	X	
A willingness to be flexible in one's work schedule to balance conflicting demands	X	
Motivation to work with children and young people	X	
To be committed to Continual Professional Development	X	
A commitment to the safeguarding and welfare of young people	X	

Duties and responsibilities

Public Face

The Receptionist is very often the public face of the school, and as such the person needs to act in an appropriate professional manner

- Deal with all visitors to reception including sign-in procedures.
- Answer all telephone calls and record conversations in the telephone book
- Record all answerphone messages in the telephone book
- Make sure all telephone messages are given to the appropriate people.
- Open the Office at 8.30am every morning

Registers

The school has a legal duty to maintain registers according to the relevant legislation. The receptionist assists in this process

- Record all children arriving late and amending the registers as necessary
- Make sure the registers are available to the teachers in the morning and at lunchtime
- Monitor registers to help ensure they are maintained as require by the DfE.
- Telephone parents whose children are absent with no reason given
- Record pupil absence to facilitate monitoring

Teacher Support

As a service department the Receptionist provides support to the teachers to enable them to spend more time in the classroom teaching the children in our care.

- Assist teachers with the booking of trips and associated work
- Assist teachers in organising / booking training and courses
- Assist in organising student (non-pupil) visits

Finance Tasks

The person in this role will handle large amounts of cash, they must be impeccably honest and trustworthy.

- Take all monies brought to reception (parental contributions, café income, shop income etc.) record them in the daily cash book, and cash up at the end of the day ensuring that the cash book balances
- Ensure that all payments are transferred from the cash book to the appropriate file or to ParentMail
- Record monies on computer and take to the bank.
- Add invoices to ParentMail such as childcare and school dinner payments.

Admin Tasks

These tasks listed below are not an exhaustive list but are meant to give a flavour of the necessary jobs that keep the school working.

- Type letters as required by the administrator, finance manager or teachers.
- Photocopy documents as required by the administrator, finance manager or teachers.
- Maintain stationary stocks as necessary.
- Assist in the weekly fire alarm test
- Ensure that records are completed termly for the Early Years Funding from the LEA and submitted in time.
- Manage school keys and keep a record of all keys borrowed and returned from the school office
- Type the fortnightly school newsletter.
- Provide secretarial services for the Advent and Spring Fairs
- Additional duties and tasks to support the Administrator
- Check emails daily, and reply or forward them as necessary
- Keeping the address list and ParentMail records up to date

General Office

This section includes some tasks which are essential to the safety and welfare of the children in our care. The applicant must therefore be totally reliable.

- Contribute to keeping the Office neat, tidy and professional
- Ordering of cleaning materials and toiletries
- Be responsible for locking and unlocking the door entry system during the school day including unlocking at the end of each day.
- Joint responsibility with the School Secretary for ensuring the front door remains closed and locked at all appropriate times.
- Any other reasonable duties which may occasionally be required by the school Administrator
- To be conscious of and abide by all school policies including Safeguarding and Health & Safety.
- To come in for ½ day per week during school holidays to check mail, emails and telephone messages responding where necessary.

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

Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and passing an enhanced DBS check.

Line Management

This post reports through the School Administrator to the School Management Group and the Board of Trustees.

York Steiner School is an equal opportunities employer and is committed to ensuring that every job applicant or employee receives equal treatment irrespective of sex, marital status, age, race, nationality, disability, sexuality or religious belief