



Application Pack

Receptionist / Administrative Assistant

Closing Date for applications:
12 noon, 13th December 2018

Interviews 19th/20th December 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,

School Secretary

Thank you for your enquiry about the above post. This is a vital role to the success of the School as a whole. As School Secretary you will be the first point of contact for any perspective parent and be responsible for the management of all admissions into the school. In addition you will provide administrative support for our Parent & Child Groups and afternoon care provision. As an integral member of the office team you will cover the front office during busy periods assisting with the day to day smooth running of the department and contributing to a range of office duties.

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 you application.

Good luck,

Maurice Dobie
School Administrator



The Key Details Of This Role

Working hours: 24hrs per week term time only (incl staff preparation days), plus work week plus 2hrs per week during the school holidays.

The hours for this post are in the process of being reviewed

Salary: £16,018 pro-rata

Position: Permanent, subject to a one year probationary period

Start Date: 11th February 2019.

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:

<https://www.steinerwaldorf.org/>

Main duties and responsibilities

The School Secretary will be required among other jobs to perform the following:

Parent & Child & Afternoon Care Work

- Respond to all new enquiries for Parent & Child (P&C) / Afternoon Care Groups
- Deal with all admissions for Parent & Child (P&C) / Afternoon Care groups
- Maintain all necessary records
- Keep registers up to date
- Liaise with Parent & Child / Afternoon Care leaders on a regular basis
- Update and maintain Parent & Child / Afternoon Care group forward planning numbers
- Track which children move onto Kindergarten

Kindergarten

- Attend weekly EY meetings
- Provide administrative support for all EY interviews
- Undertake financial interviews
- Provide forward planning numbers on a regular basis

Enquirers

- Be the initial point of contact for all new enquirers
- Organise Enquirers' Mornings including set up
- Meet and greet all new enquirers in a friendly and warm manner
- All admin associated with Enquirers' Mornings – bookings, request for more info, request for interviews
- Attend Enquirer's Mornings at the appropriate time
- Coordinate Open Mornings

Admissions

- Maintain the school register
- Responsible for all admin associated with admissions
- Attend / carry out Contribution Awareness interviews (financial and non-financial contribution) for new families
- Liaise with prospective parents / class teachers
- Set up new parent interviews
- Maintain Kindergarten and Main School forward planning numbers
- Update database and all necessary reports
- Ensure all those attending P&C groups are invited to Enquirers' mornings
- Have a general understanding of the educational intentions of the majority of parents attending P&C Groups.
- Liaise with Early Years department
- Liaise with other schools and the Local Authority regarding starters/leavers

Finance

- Ensure that records are completed termly for the Early Years Funding from the LEA and submitted in time
- Provide class parent & pupil database at the beginning of each school year.
- Inform Finance Department of all new starters, leavers and visiting pupils
- Inform Finance Department of all children joining / moving up to Class 1
- Inform Finance Department of all changes of address for staff and parents
- Provide any additional information required to the Finance Department.
- Remain up to date with current financial agreement forms

Office

- Maintain the ParentMail pupil/parent database
- Cover front office during busy times or when receptionist not present.
- Answer telephone whenever receptionist unavailable
- Be proactive in helping to see and resolve issues around the school
- Assist with general administrative duties to ensure the smooth running of the school office on a day to day basis. Among other things this may include writing letters for teachers, address lists, consent forms.
- Assist with newsletter
- Ensure all relevant information is available to new starters & ensure all new starter information is available to teachers.
- Assist the Administrator in compilation of any statistics or surveys
- Provide information to SMG via the Administrator
- Deal with many day to day issues and interruptions as they arise
- Keep all pupil record forms up to date, neat, tidy and easily accessible.
- Ensure all consent forms and medical information forms are up-to-date and kept in an easily accessible form
- Ensure all home school agreements are signed and kept on file
- Organisation of publicity stalls at both fairs
- Joint responsibility (with receptionist) for monitoring the entrance doors and ensuring it remains closed and locked at appropriate times.
- Joint responsibility for keeping the Office neat, tidy and professional
- Conscious of and abide by all school policies including Safeguarding and Health & Safety
- Remain up to date with all relevant legislation.
- Continually monitor processes and drive forward process improvement to deliver a more efficient and effective administrative service.
- Support the Administrator with staff recruitment administration
- Monitor and have administrator responsibility for the school social media accounts
- Other office tasks as required by the Administrator

Management and supervision

The School Secretary will report to the School Administrator and through this post to the School Management Group and the Board of Trustees

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		
Previous experience of school admissions		X
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	
Experience of public speaking / presentations		X
Experience of using and/or administering social media		X
Good Literacy and Numeracy skills	X	
Competency in Microsoft Office (particularly Word & Excel)	X	
Competency in Microsoft Access		X
Excellent Organisation 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		
A drive to deliver exceptional customer service	X	
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	

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