



Receptionist/Administrator

Information for applicants

Job description and person specification

Welcome from the Principal



Thank you very much for your interest in coming to work with us at Concord: it is a real pleasure to be able to tell you more about this very special place. Concord students love to learn and are ambitious for their futures. Here they are able to pursue their dreams in a safe, calm and supportive place where ideas can be shared and where inquisitiveness and independence of thought are celebrated. Our students' hard work is rewarded with outstanding examination results, and Concordians go on from here equipped to thrive at the best universities in the

UK and around the world.

Concordians live and learn in a diverse, vibrant and truly international community supported by outstanding academic and pastoral staff. They have daily opportunities through our extensive co-curricular, sporting, arts, social and cultural programmes to develop hugely important skills in communication, teamwork and social responsibility. The result of this is that Concordians are overwhelmingly confident, empathetic, respectful and tolerant. Most importantly of all, it means they are happy: you will find many smiling faces here.

Our highly talented body of staff work extremely hard to help students get the very best outcomes. They thrive here too and enjoy the challenge of working in such a vibrant and purposeful environment. It's truly exciting: I do hope that you want to find out more.

Dr Michael Truss
Principal

Summary of the role

The Receptionist will be responsible for the smooth operation of the college's front office whilst performing key reception functions including answering phones and greeting visitors. The postholder will also be responsible for monitoring and responding to email enquires and providing administrative support to a number of key staff whilst providing callers, visitors, students and staff with exceptional customer service.

About Concord College

Concord College is a highly academic independent international school in England for day and boarding students. We welcome students from all over the world and the local area into our vibrant and varied community, which shares a culture of excellence and joyful learning infused throughout with our core values of rigour, kindness and creativity.

Girls and boys between the ages of 13 and 19 enjoy fabulous facilities on our safe and beautiful 73-acre campus set in the heart of the English countryside. Our students achieve the highest standards and have a superb track record in gaining entry to top universities in the UK and around the world. We also take care to nurture the individuality of students at Concord to develop their self-confidence, encouraging all here to understand the needs of others and to respect the values of the Concord community.

Concord was founded in 1949 by Paul Oertel and Monica Carr-Taylor just outside Hastings in Sussex as a small privately-owned language school. It was, at its heart, a response to the hatred and bitterness of war

by using language teaching and personal warmth to break down barriers and misunderstandings between peoples. The College grew quickly, moving first to larger premises at Tunbridge Wells and then, in 1973, to its present site in Acton Burnell. In 1969, upon the retirement of the founder Principals, the college was acquired by Frank Bell who had founded the Bell School of Languages a number of years earlier. In 1977, Concord College accepted girls for the first time. Girls were taught at a separate site at nearby Attingham Park, before relocating to Acton Burnell in the early 1980s. The College became a charitable trust in 1983 and has expanded rapidly since. Now with almost 600 students Concord boasts enviable facilities and outstanding outcomes for its students.

Academic achievements

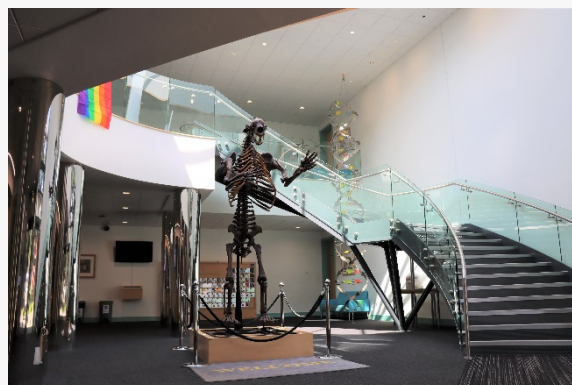
The College is highly academic and students consistently achieve excellent 'A' level results. In 2022 48.6% of students achieved A*, 81.3% A*/A and 92.6% A*- B.

The staff

The College employs over 320 staff across all departments. There is a community feel to the College and this promotes the supportive environment which is so important for the wellbeing of everyone - staff and students alike. Staff are experienced and well-qualified, conscientious and caring and there is a strong commitment to deliver the highest standards in all areas.

Facilities

Facilities at Concord College are superb. Based around an historic main building, there are many new additions. We have an excellent theatre and music school as well as an outstanding science facility. Meals are served in the College dining room and the catering team provide an extensive selection of international cuisine. Special diets are catered for. Students have individual study bedrooms, some with ensuite bathrooms. Students enjoy a wide variety of facilities including two sports halls with weight training equipment and multi gym and fitness equipment, a student common room with a coffee bar and a student kitchen/diner where they can develop their own culinary skills.



Safeguarding and child protection

Concord College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Child protection screening is undertaken, which includes checks with past employers and the Disclosure and Barring Service. The College's central role and responsibility is in caring for the welfare of its students. It recognises its statutory duties to pass on concerns and to work with other agencies in the field of safeguarding children.

Job Description

The postholder will be based in the College Reception and will ensure the office is staffed at all times during the working day in liaison with colleagues.

The Department

The Administration department consists of seven personnel who report to the Principal's Personal Assistant & Admissions Registrar. The department provides a number of functions including Admissions, Reception, MIS support, student attendance, plus administrative support for members of the CST (College Senior Team). Whilst team members have individual functions, they form a cohesive team providing the college with efficient and professional administrative support.

Reporting lines

The postholder will report to the Principal's PA and provide efficient administrative support to the CST, senior staff, teachers and administrative staff.

Key areas of responsibility

- answering incoming calls from the main switchboard, screening calls and directing them accordingly;
- dealing with enquiries from students, staff and visitors, whilst following security procedures with regard to visitors on site, etc;
- providing visitors with refreshments on arrival or, as requested;
- ensuring that the Reception area is kept well-organised and tidy;
- dealing with outgoing mail and reconciling the DHL and postage accounts;
- providing cover for the Mail Room during periods of staff absence;
- frequently checking email enquiries on a daily basis and forwarding/answering as appropriate;
- maintaining the Conference Room diary and other function rooms on the room booking system;
- collecting, issuing and recording students' passports and visas/BRPs/eVisas, taking photocopies and ensuring the relevant checks are completed in liaison with the Admissions Registrar;
- following up student attendance when requested, advising staff as appropriate;
- undertaking DofE verifier training and checking the eDofE digital system weekly to verify awards that have been approved and have the correct evidence;
- providing support with the annual archiving process and the disposal of documents which have passed the retention date in relation to GDPR under the guidance of the Principal's PA;
- providing support with proof reading, coordinating and sending of academic reports under the guidance of the SIMS Officer;
- providing support to the Admissions team with the administration of prospective student applications;
- updating and distributing the staff diary prior to the start of each term;
- coordinating and sending communications via email, post, or mail merge as requested;
- providing support to the Principal's PA in day-to-day administrative tasks;
- performing general clerical duties such as accurate filing, circulating messages and notices;
- providing cover for other members of the department during absences;
- inputting data onto the SIMS.net/iSAMS database and maintaining student records as requested;
- liaising with external agencies as requested;

- undertaking any other ad hoc duties as directed by the Principal's PA.

The above list is not exhaustive and the College reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the College.

Person Specification

In order to meet the high standards expected of support staff at Concord College, we seek to employ a person with the following qualities, experience, skills and abilities.

Skills and experience

- excellent communication skills, both written and verbal
- ability to deal with a wide range of people in an appropriate manner
- ability to prioritise workload and work well under pressure to strict deadlines
- excellent telephone manner
- accuracy and good attention to detail
- computer literate with good IT skills with a proven proficiency in the use of MS Word, Excel and Outlook
- a pro-active approach
- previous experience as a receptionist and in administration
- experience of SIMS.net/iSAMS (desirable)

Personal attributes

- well-presented with the ability to represent the College in a professional manner
- articulate and confident with proven ability to provide exceptional customer service
- a team player with the ability to establish and maintain effective working relationships
- the ability to communicate effectively with students and staff
- tactful and diplomatic
- the ability to use own initiative
- flexible
- reliable

Terms and Conditions

Hours of work

8.45am to 5pm Monday to Friday with an unpaid lunch break of one hour duration each day (total 36.25 hours per week).

A degree of flexibility will be required and additional hours may be necessary from time to time as responsibility and workload demands.

Remuneration and benefits

The salary will be negotiable dependent on qualifications and experience.

Benefits include contributory pension scheme and lunch which will be provided in the dining room at no charge whilst the kitchen is in operation.

There is free parking on site and employees may use the fully equipped gymnasium/sports facilities.

Holiday entitlement

Annual holiday entitlement will be 5.6 working weeks per annum, inclusive of public holidays. Due to the nature of the business, some public holidays are classed as normal working days.

References

The appointment is subject to receipt of satisfactory references and compliance with safeguarding recruitment requirements.

Safeguarding Recruitment Requirements

The appointment is subject to police clearance as required by law for the protection of children and to compliance with proof of identity and addresses over the last five years in accordance with the stipulations laid down by the Disclosure and Barring Service and DfE's Keeping Children Safe in Education (KCSIE). An enhanced DBS Disclosure is required for this role.

Employment contract

Permanent.

Start date

ASAP

How to apply

Please submit a fully completed application form to the HR Department (recruitment@concordcollege.org.uk) together with a covering letter explaining your suitability for the role. You are welcome to submit a copy of your CV, but this will not be considered without a fully completed and detailed application form.

Appointment to the role will be dependent on satisfactory completion of all pre-employment checks in accordance with relevant statutory guidance. These will include satisfactory references and a clear enhanced DBS (Disclosure & Barring Service) check with Barred List information.

For further information on the College please visit our website www.concordcollegeuk.com.

The closing date for applications is **midday Wednesday 26 June 2024**

Applications will be considered on receipt and we reserve the right to close this vacancy earlier than the date stated above should we appoint a suitable candidate.

Please note that due to the volume of applications received in the HR department, we are unable to provide individual feedback other than to those candidates who attend for interview.

Concord College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Child protection screening is undertaken which includes checks with past employers and the Disclosure and Barring Service.

This post is exempt from the Rehabilitation of Offenders Act 1974. Our policy in relation to the recruitment of ex-offenders can be found on our website.