



## Receptionist (Part-time and term-time only) at More House School

Part-time hours during term-time only, permanent position, immediate start.

**An adaptable, cheerful, and welcoming professional, with excellent customer-service skills and administrative experience is sought to join our team.**

**Our staff are inspiring and committed to the school's shared vision: To lead in transforming the futures of intelligent children who experience Specific Learning Difficulties, Developmental Language Disorders, and associated conditions, by empowering them.**

### The School

A nationally celebrated charity, More House School provides an exceptional, mainstream education for boys with Specific Learning Difficulties and Developmental Language Disorders. Providing a transformative education repeatedly recognised as 'Outstanding' by Ofsted over more than a decade, we offer a specialised learning environment for 490 day and boarding boys from Year 4 to Year 13. Our pupils are taught to recognise their strengths and develop their self-belief so that they achieve independence and extraordinary results at GCSE, BTEC and A Level, above the national averages. A majority of our Sixth Form leavers progress to their university of choice.

Delivering a mainstream independent-school experience, both academically and socially, the very broad curriculum affords all pupils the opportunity to discover their strengths, challenging them to fulfil their academic and extra-curricular potential. All boys who attend More House are individually timetabled, with many receiving support through the on-site Learning Development Centre and its qualified therapeutic staff. Judged 'Outstanding' by Ofsted in its last five school inspections, our most recent inspection (March 2019) graded More House School 'Outstanding' overall, and 'Outstanding' in each of the sub-sections of the report. More House is CReSTeD approved, listed in their Specialist Schools category, and is a member of the Independent Schools Association and the Boarding Schools' Association.

Approximately 60% of pupils have their places at the School funded by a local authority, and are the subject of an Education, Health and Care plan. Currently, more than thirty different local authorities have pupils placed in the School. The remainder of pupils' places are funded privately by parents and extended families.

The School is set on a wooded hillside in nearly thirty acres of the Surrey Hills Area of Outstanding Natural Beauty on the Hampshire/Surrey border, and attractive modern facilities lie above the playing fields. London Waterloo is one hour away by train from close-by Farnham railway station, and there is easy access to the M25, M3 and A3 major routes. Guildford is twenty minutes' drive away.

In recent years, the School has refurbished and extended its boarding facilities, refurbished its eight Science laboratories, built its School of Engineering and CAD facilities, and opened a new Humanities block and School Chapel. Autumn 2017 witnessed the completion of our brand-new library and Media Studies centre, and growth in learning support facilities. 2018 saw the expansion of the campus and the conversion of a large domestic building into our new Sixth Form centre, which was opened in January 2019, improving further the facilities for both teaching, and independent study. In the current academic year, we hope to commence work on a substantial project to improve the School's facilities for sports. This project forms



one element of a much more ambitious strategic development plan realising our organisation-wide commitment to continuous improvement in all aspects of our provision, including the campus, and expanding our outreach work training other professionals.

The school provides a high level of support and training for all staff, promoting employees' career-development and efficacy in helping pupils to overcome the potential barriers to achievement posed by their difficulties and vulnerabilities. The school also provides training for many other external professionals and other schools, and on behalf of the Independent Schools Association.

### About the department

The Headmaster's Office comprises Main Reception, located at the front of the school, two general administration offices and the Admissions Office. There are three full-time members of staff and four part-time members of staff, coordinated by an office manager. The department has grown in recent years to accommodate the ever-increasing administrative demands placed upon the school due to rising pupil numbers.

### About this post

A well-organised, enthusiastic, and experienced receptionist, with excellent customer-service, I.T., and written and spoken English skills is sought to join the team.

The successful candidate will have a happy and flexible disposition with a caring and patient attitude towards others. He or she will have good communication skills and be vigilant and detailed in their approach. Professional discretion and appreciation of the confidential nature of much school information is essential. Being able to provide cover for absences or willingness to work extra time through an emergency situation would be viewed as being advantageous.

### Duties will include

first point of contact for parents and visitors, providing a warm and professional welcome.	distribution of incoming/franking of outgoing post;
monitoring answerphone messages;	proof-reading of pupil reports, letters, and other documentation;
administration of school office electronic mail inbox;	supporting administration processes;
recording of pupil absences;	keeping the Main Reception and waiting areas tidy;
recording accurately telephone messages and sharing information in a timely manner;	flexibility to cover other office duties during staff absences and at times of pressure;
resolving parent queries and pupil problems;	sharing responsibility with all adults in the school for the safeguarding of all children and young people.



data inputting and management as required;	
supporting the pupil 'independent support' process by supporting communications between staff-members;	

### Specific duties include

Working within the Headmaster's Office team:

- Always provide a **welcoming and professional service** for all in contact with Reception.
- **record and submit relevant documentation**, including through the School's MIS.
- seek opportunities to use existing School technology to **develop a streamlined and efficient process**.
- **protect all personal data** relating to pupils, parents, and employees at the School, in accordance with the School's Safeguarding and Data Protection policies.
- provide **more general administrative and otherwise support**, especially as a member of the Headmaster's Office department, as required in order to support colleagues and promote the smooth-running of the School
- attend in-service (INSET) training days and other School events as required.

The above list of duties is not exhaustive, and the post-holder may be required to perform such other administrative duties as may be, from time to time, deemed necessary by the Headmaster. All staff in the school, regardless of position, share responsibility for the safeguarding of children, and all pupils. This is a non-residential post.

### Relationships

- The post-holder is responsible to the Headmaster, and reports to the office manager in all matters relating to the day to day running of the reception area.
- The successful applicant must also interact effectively on a professional level with all colleagues and seek to establish and maintain productive relationships with all.



**Person specification**

**Essential**

**Desirable**

<b>Qualifications</b>	
Educated to GCSE Level with minimum C grades in Mathematics and English.	Further or higher education qualifications.
<b>Skills and Experience</b>	
IT literate with good working knowledge of Microsoft Office applications, particularly Word, Excel and Outlook.	Experience of using other packages such as PowerPoint, Office 365, and of managing website content.
Ability to develop knowledge of School management information system (MIS) with training (we use Engage).	
Excellent communication skills, both written and spoken.	
Excellent customer service levels, and the ability to maintain calmness and professional courtesy under pressure. Confident in communicating appropriately and professionally at all levels.	Experience in a previous customer service environment.
Experience of working in a team and able to form good working relationships with colleagues.	Experience of working in a busy school environment.
Very high level of attention to detail.	Experience of being responsible for an aspect of service in a customer-focused environment.
<b>Personal Attributes</b>	
A 'can-do' attitude and strong sense of humour appropriate to a professional environment.	
Organised, efficient and self-motivated, with a keen sense of professionalism in personal appearance and service, recognising the influence of personal appearance and conduct on customers' perceptions of the School.	
The ability to problem-solve and demonstrate initiative.	

More House School, Frensham



## Hours

**During term-time and on scheduled INSET days:**

**Thursday and Friday 8.00am to 5.30pm.**

*Note: As an independent school, terms are typically shorter than those of schools in the state-maintained sector, reflecting the longer school-day.*

Attendance at occasional School events outside of normal working hours, from time to time, including Founder's Day. The ability to be able to respond to circumstances with some flexibility in timings is welcomed.

## Remuneration and support

£7,435 per annum plus pension. A meal is provided at no charge for all employees at lunchtime, as is free car-parking within the school's beautiful grounds.

## To Apply

To apply, please submit a completed application form, for the attention of the Bursar, Mr Stephen Johnson, to Mrs Faye Carpenter, the HR Manager, at [hr@morehouseschool.co.uk](mailto:hr@morehouseschool.co.uk) or by post to:

**More House School  
Moons Hill  
Frensham  
Farnham  
Surrey  
GU10 3AP**

Interested candidates are welcome to make an appointment to visit the school for an informal visit.

**Closing date for applications: 5pm Friday 28<sup>th</sup> Jan**

**Interviews expected to be held on: tbc**

**This post is subject to an Enhanced DBS clearance and the receipt of satisfactory references before a formal job offer is confirmed.  
More House School is firmly committed to safeguarding and promoting the welfare of children and young people.**