



# SCHOOL RECEPTIONIST / ADMINISTRATOR

(FULL-TIME, TERM-TIME, PERMANENT)

MORE HOUSE SCHOOL, FRENHAM



**More House School**  
**Rated Outstanding by Ofsted (2023)**





# Overview

**Full time hours, term-time, permanent position, in an Ofsted rated 'Outstanding' School, immediate start.**

We are looking to recruit a dynamic, resourceful and welcoming professional, to join our busy office team. You must have excellent administrative and communication skills along with a good working knowledge of Office 365. Previous proven experience in a customer-facing role is essential.

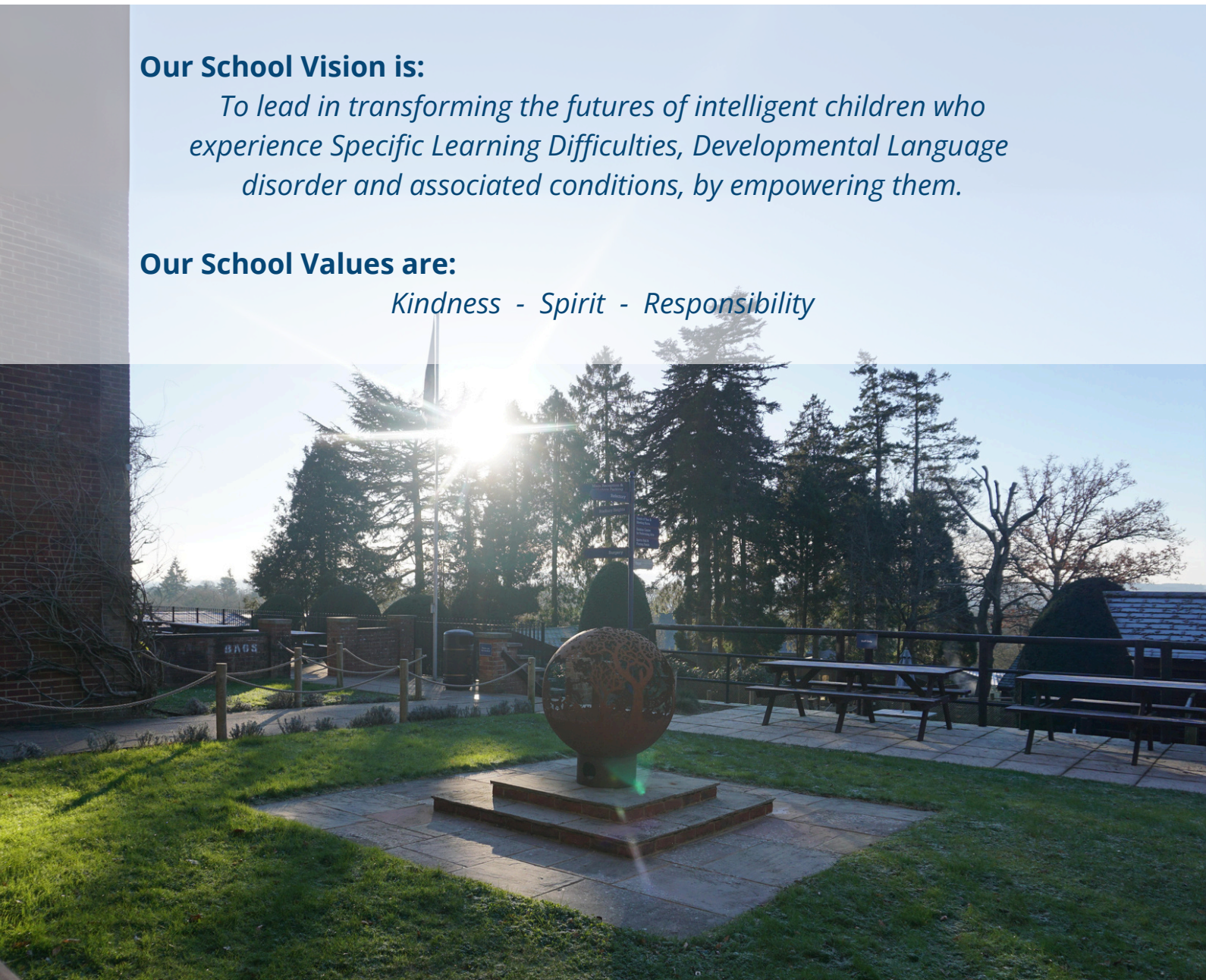
Our staff are committed and inspirational, transforming the futures of intelligent children who experience Specific Learning Difficulties, Developmental Language Disorder and associated conditions, by empowering them.

## **Our School Vision is:**

*To lead in transforming the futures of intelligent children who experience Specific Learning Difficulties, Developmental Language disorder and associated conditions, by empowering them.*

## **Our School Values are:**

*Kindness - Spirit - Responsibility*



# About the team

The Headmaster's Office comprises Main Reception, located at the front of the school, two general administration offices and the Admissions Office. There are five full-time members of staff and four part-time members of staff. 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 people facing administrator 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 in an emergency would be viewed as advantageous.

All school employees benefit from free on-site parking, and excellent free lunchtime meals in the school's refectory. School terms are shorter than in the state-maintained sector, with generous school holidays. A comprehensive induction programme is provided, and ongoing professional development is supported through INSET days and training opportunities.

### **Specific duties include:**

- Being the first point of contact for pupils, parents and visitors, providing a welcoming and professional service for all.
- Checking credentials and recording all visitors to the school site using the visitor management system.
- Absence management – daily logging of absences, chasing missing pupils and recording daily attendance on the School's database.
- Monitoring answerphone messages and administering the busy school office email inbox.

- Helping to resolve parent queries and pupil problems.
- Supporting the pupil 'independent support' process with timely and clear communications to fellow staff-members
- Recording and submitting relevant documentation, including through Engage, the School's MIS
- Handling incoming and outgoing post and deliveries efficiently and keeping main reception and waiting areas tidy at all times.
- Identifying ways to use existing school technology to develop more streamlined and efficient processes.
- Protecting all personal data relating to pupils, parents, and employees at the School, in accordance with the School's Safeguarding and Data Protection policies
- Providing ongoing administrative support, as a member of the Headmaster's Office department as required, including proof-reading reports, creating forms, sending letters and emails out to parents on behalf of colleagues, teaching staff and the senior management team
- Promoting the smooth-running of the School and showing flexibility to take on other office duties as required.
- Communicating with Local Authorities and providing reports as required.
- Attending in-service (INSET) training days and other School events as required (including those which take place outside your normal contracted hours)
- Managing trips and daily transport logistics, including taxi's, trains, coaches, parent pick-ups etc.

The above list 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.

### **Relationships:**

- The post-holder is responsible to the Chief Operating Officer in all matters, but is supported by and reports to the COO's PA / Office Manager.
- The successful applicant must also interact effectively on a professional level with all colleagues, and seek to establish and maintain productive relationships with all.



# Personal specification

## Essential

## Desirable

Qualifications	
Educated to GCSE Level with minimum C grades in Mathematics and English.	Further or higher education qualifications.
Skills and Experience	
IT literate with good working knowledge of Microsoft Office 365 applications - Word, Excel and Outlook.	An understanding of Microsoft Forms, One Note and PowerPoint, and intranets
	MIS / Database experience
Excellent communication skills, both written and spoken	
High level of customer service with the ability to maintain calm and professional under pressure.	Experience of dealing with large numbers of visitors at one time.
Experience of working in a customer facing role, ideally within a school environment	Experience of working within an educational environment
Strong organisational skills with proven attention to detail.	
Ability to form good working relationships with <b>all</b> colleagues.	Experience of working as part of a team
Personal Attributes	
<b>Confidence</b> and <b>resilience</b> when communicating with parents and professionals and handling difficult conversations	
A keen sense of professionalism in both personal appearance and service, recognising how this can impact on visitors' perceptions of the School.	
An ability to demonstrate sensitivity and be aware and understanding of others' needs and perspectives.	
The ability to problem-solve and demonstrate initiative.	
The ability to multi-task effectively.	
	A sense of humour appropriate to a professional environment.

## Term Time Hours:

<b>Mondays and Fridays</b>	8.00 am - 4.30 pm,
<b>Tuesdays and Thursdays</b>	8.00 am - 5.30 pm
<b>Wednesdays</b>	8.30 am - 4.30 pm or 8.00 am - 5.30 pm, alternating weeks

(Note: academic terms are typically shorter than those in the state-maintained sector, and School holidays are therefore significantly longer).

Attendance at school events outside these hours from time to time, as well as a few INSET days towards the beginning or end of school holidays. It is expected that some time will be spent during school holiday periods in developing the department and preparing teaching opportunities and materials.

## Remuneration and support:

- **Annual salary** – circa £25,000 p.a. (full-time, Term-time-only);
- **Pension** - there is a contributory pension scheme in operation specifically for non-teaching personnel. As governed by pension legislation you are automatically opted into the scheme and once enrolled, need to complete an 'Opt Out' form not to be included. Contributions are paid by the School at the Governors discretion and directed by Government legislation. Contributions towards your own personal pension plan may be made, but again this will be at the discretion of the Governors with the forementioned restrictions. Details about the scheme can be found at <http://www.nestpensions.org.uk>
- **Sick-pay**;
- **Employee Assistance Programme**;
- **Cycle to Work Scheme**;
- **Parking** – free on-campus parking within the School's beautiful grounds;
- **Meals** – excellent meals whilst working, at no cost in the School's refectory;
- **Fitness gym** – free use of the School's fitness gym facilities (outside of normal school hours);
- **Comprehensive induction programme** offered, and ongoing professional development supported through INSET days and training opportunities.

## Safeguarding:

This role is deemed to be one of working in regulated activity, meaning that the post-holder may expect to come into unsupervised contact with children and young people frequently in the discharge of their duties on-campus. As such, the expectations of conduct, required of all adults working at More House School, apply to this position, as does a full Safer-Recruitment vetting process of any appointee. A key responsibility of all adults working within the School is that of ensuring the effective safeguarding of all children and young people, through adherence to the School's policies; full training is given.





# The School

Nationally celebrated, More House School provides an exceptional, mainstream education for intelligent boys with Specific Learning Difficulties and weakness in their developmental language skills. Providing a transformative education repeatedly recognised as 'Outstanding' by Ofsted over more than a decade, we offer a specialised learning environment for 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 progress to university.

The School has an 85-year history of supporting boys with additional challenge in their educational experience. Now with 500 pupils, the School has grown significantly in recent years and has the largest number on roll ever. It is recognised as being the largest SEND-specialist provision in the United Kingdom and is heavily involved in outreach work. More than half of pupils have their places funded by their local authorities.

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. Pupils benefit from classroom teaching which recognises that each pupil is individual in his profile of skill strengths and weaknesses, and which focuses on adaptive strategies which look beyond pupils' individual diagnoses and prioritises the support of the four core elements of language, attention, processing and working memory. All teachers are supported to develop their understanding and professional practice in this respect, both on arrival and throughout their employment, through high-quality, nationally-accredited training delivered in-house. Class sizes are small, with a maximum of 15 pupils, and almost all pupils receive timetabled support through the on-site Learning Development Centre which comprises Speech and Language Therapists, Occupational Therapists and specialist Dyslexia-qualified Literacy and Numeracy Tutors.

Judged 'Outstanding' by Ofsted in its last five School inspections, our most recent inspection (March 2023) graded More House School 'Outstanding' overall, and 'Outstanding' in each of the six sub-sections of the report. The School's provision for residential boarders was most-recently inspected in December 2024 and likewise graded 'Outstanding' in every respect. More House is CReSTeD approved, listed in their Specialist Schools category, and is an active member of the Independent Schools Association and the Boarding Schools' Association.



The School is set on a wooded hillside in nearly thirty acres on the Hampshire / Surrey border and within the Surrey Hills Area of Outstanding Natural Beauty. 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, Basingstoke twenty-five, and Southampton an hour.

In recent years, the School has built its School of Engineering with CAD and food preparation / cooking teaching facilities, opened a new Humanities block and School Chapel, completed our brand new Library and Media Studies centre, and grown our 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 December 2022, we installed a new Strength and Conditioning fitness gym for students and employees. A new multi-purpose, solar-powered teaching facility will be added to the estate this summer, and we have just launched our fundraising appeal for our new all-weather, flood-lit sports pitch, complemented by a new sports pavilion and new road and traffic system.

Teaching and support staff join the School from a variety of backgrounds. Many employees have worked at More House for a number of years, but the School has supported numerous teachers through their initial teacher training, and more through their Early Career Framework. Those already qualified may have previous experience in the state-maintained or independent sectors, and may have previous experience supporting learners with specific learning and language difficulties, or may not.

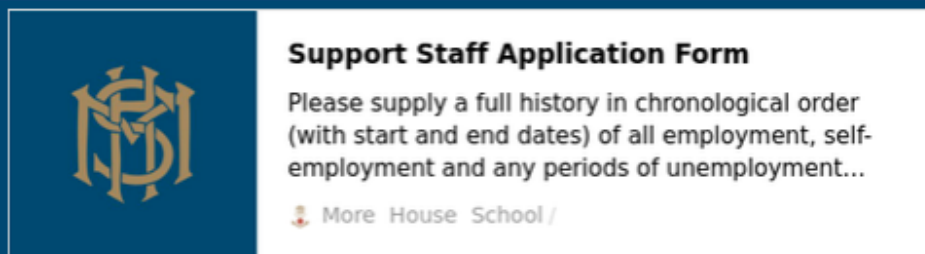
Adults with a genuine wish to develop their skills in making learning opportunities successful for neurodiverse learners thrive at More House School. The School provides a high level of support and training for all teaching and support staff, affording the development of confidence, skill and qualifications in helping pupils to overcome the potential barriers to achievement posed by their difficulties. The School also provides training for many other external professionals and other schools, and on behalf of the Independent Schools Association.

The School is characterised by a continuous pursuit of excellence and improvement in all aspects of its provision, in order to realise the best possible experiences and outcomes for all pupils. All our staff are united by a shared commitment to the School's vision and mission, and by our values of Kindness, Spirit and Responsibility.



# TO APPLY

Please visit our website and complete the online application form:



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

The School reserves the right to interview appropriate candidates in advance of the above-named dates, and to appoint. Interested candidates are therefore strongly urged to submit their application as soon as possible.

**NB – if shortlisted you will be invited to attend a face-to-face interview at the school, at your own expense.**

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.