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FRAMWELLGATE
SCHOOL DURHAM



Framwellgate School Durham

Student Receptionist

Candidate Information Pack

**Salary – FSD4 points 5-6
pro rata to hours and weeks worked: £15,853 - £16,118
(full time equivalent is: £23,500 - £23,893)
Term time plus 2 weeks
27.5 hours per week**

Start Date – as soon as possible



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We wish to appoint a highly motivated, hard-working, and enthusiastic Student Receptionist to bring a high level of organisation and help to Student Reception in this rapidly improving school. Over the last five years we have assembled an excellent group of leaders, teachers and support staff who have had a significant impact on the quality of outcomes at the school. With an aspirational culture, and a commitment to evidence informed teaching, we want to achieve more. We were judged "Good" in all areas in our last Ofsted inspection (July 2021) and student outcomes are strong. We have made significant improvements to our curriculum, teaching, and professional development programme and we are committed to reducing staff workload.

Framwellgate School Durham is an 11-18 non-selective secondary school and Single Academy Trust. The school roll has increased by 35% over the last five years, and we now have more than 1300 students who attend the school. The successful candidate will possess expertise alongside energy and enthusiasm. A willingness to learn, train and develop are all essential. We can offer you an environment where student behaviour is excellent, prior attainment levels are amongst the highest in the North-East, and our students and staff are a pleasure to work with. Framwellgate School Durham has been selected to be part of the latest phase in the Schools Rebuilding Programme and we envisage a fantastic new school building to be ready for September 2025.

This is an outstanding opportunity for a talented individual to join our dynamic and forward thinking team. We are looking for someone who is driven, committed and skilled in a range of tasks who can work in a busy student reception area.

Queries and applications should be submitted to Executive Assistant, Fiona Thompson at Thompson.f@framdurham.com

Key Dates

The closing date for applications is Monday 23rd September (9.00am)

Shortlisting and interviews are scheduled to take place shortly afterwards

Framwellgate School Durham is committed to the safeguarding of children and young people. An enhanced disclosure from the DBS and barred list check will be required for this post, together with completion of a pre-employment health questionnaire.

**The Excel Academy Partnership
at Framwellgate School Durham
Newton Drive**

Durham

DH1 5BQ

Tel: (0191) 3866628

Email: Thompson.f@framdurham.com



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About the school

Framwellgate School Durham (FSD) is an 11-18 school which was granted academy status in 2011. There are over 1300 students on roll including 180 in the Sixth Form. Our roll has grown by 35% in recent years and is projected to increase further still as the sixth form grows. The school serves the population to the north of Durham city, primarily from the Newton Hall estate, but we attract students from a wide surrounding area and over 20 feeder primary schools. We are a high achieving 11-18 academy with a strong track record in both provision and outcomes. We are fully committed to the students in our care, and work to ensure that both the pastoral provision and quality of teaching is the very best.

Aims and ethos

Framwellgate School Durham is an inclusive comprehensive school with high expectations of both our staff and students alike. In the Spring of 2018 we consulted students, staff and parents, and re-evaluated our ethos; the result of this exercise was an ethos statement (below) which emphasises compassion and kindness and places the well-being and happiness of our students alongside academic achievement. A new school uniform was introduced in September 2018 and students wear this with pride.

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Our school promotes academic excellence and embraces the shared values of honesty, integrity, respect and compassion. We want our students to be ambitious, kind, resilient and hardworking, and have a genuine passion for learning. We want them to change the world with the knowledge, skills and confidence they have learned here; to champion fairness, have friendships for life, and pride in our school. Above all, we want our students to be happy.

The curriculum

We are committed to providing a knowledge rich curriculum which responds to the needs of the individual student, whilst ensuring access for all to a broad and balanced range of educational experiences. For many students, this means learning with us from 11 to 18. We view this as a continuous, coherent journey and see one of the most important functions of learning, during any key stage, as being to prepare students for the next one. Our curriculum is carefully planned and sequenced and taught by subject specialists.

We recognise that whilst all our students have needs, some have more significant barriers to learning. We are an inclusive school, and through the work of the Achievement Centre, we seek to remove or minimise any barriers to learning that our students may have, be they emotional, physical or academic.

At Key Stage 4 and 5, students receive options guidance linked to future aspirations, and we offer a significant number of GCSE, A Level and BTEC courses which meet the needs and interests of all our students. Nearly all our Year 13 students go on to university, most choosing to study at Russell Group universities.

Pastoral Care and Support

Pastoral care is a strength of the school. This has been recognised by Ofsted in all its recent reports. All students are placed in tutor groups, and almost all teachers have a pastoral responsibility, remaining with their tutor group as they move from Year 7 to 11.



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The tutor is the first port of call for all students. We place a real emphasis on good student behaviour and believe that teachers can't teach, and students can't learn, unless behaviour in the classroom, and around school, is excellent. We have effective and robust systems in place to manage behaviour and serious incident are very rare.

Teaching and Learning

Having introduced new systems to manage various aspects of school life, and a new knowledge rich curriculum, we have spent the last three years developing and improving our classroom practice. We place a very high priority on developing our staff professionally. Middle leadership training has been a strong focus and there is an extensive programme of CPD opportunities which seeks to support all staff, identify their development needs and move forward in their practice. We now have regular collaborative planning time for all departments, to allow them to work together to plan exciting and engaging lessons and our weekly CPD programme for teachers is rightly regarded as a significant strength of the school

We aim to ensure that our teaching stretches and challenges students, and we are increasingly research-led. We don't ask teachers to follow a prescribed learning cycle, but we have invested a significant amount of time on training and CPD and have embraced Rosenshine's principles in planning the key ingredients of a good lesson.

The development of teaching is supported through a supportive appraisal process (no data-driven progress targets and objectives linked to improving professional practice), and lesson drop-ins and learning walks.

Ofsted

Ofsted does not determine our practice, nor does it dominate our thinking, but we were delighted that our inspection in July 2021 resulted in us being designated a "Good" school in all categories. The inspectors noted that:

- The headteacher has sustained efforts to improve the school. As a result, the school now provides a good quality of education
- Parents are overwhelmingly supportive of the changes made. They praise the improvements in behaviour and the academic rigour that is now firmly in place
- Leaders show strong moral leadership. They do not shy away from difficult issues. They have opened up debate about sexual harassment between pupils. They do not tolerate derogatory or racist language.
- The arrangements for safeguarding are effective.
- This is a caring school. Leaders have appointed more pastoral staff and a family liaison manager so that they can respond more effectively. Leaders have fostered a strong safeguarding culture.
- Teachers receive a rich diet of training and professional development. This has helped to retain new teachers to the profession. The training received has improved teachers' practice.

The Website and Social Media

Our website (www.framdurham.com) gives an insight into the school and I would encourage all prospective applicants to look at it, especially the curriculum information



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about what we teach in each subject. Many departments have an active twitter account and you may be interested in the Headteacher account (@framheadteacher) and school account (@fram_official).

Finally

We can offer the successful candidate:

- A great school to work in with huge capacity for change;
- A talented and committed staff dedicated to securing the best outcomes for our students;
- A vibrant local community, loyal to the school, with very strong relationships between staff, students and parents/carers/carers;
- The opportunity to help FSD improve further and put staff at the heart of this improvement.

Good luck with your application.

Michael Wright
Headteacher
September 2024

JOB DESCRIPTION

Main Purpose of the Role

Working on Student Reception to help facilitate the day to day running of the school, providing support to students and parents/carers and providing administrative support for student focused activities.

To be a member of the wider administration team to support in administrative duties as directed by line manager.

Main Duties and Responsibilities

Working as one of two student receptionists with shared duties, and direct responsibilities for some duties as shown in the table below. To be aware of duties which are the responsibility of the other student receptionist in order to provide continuity of support:

Activity
Operate a busy switchboard and take enquiries by phone and in person, passing messages on to appropriate staff
Provide help and support to students at Student Reception.



Maintain high standards of reception and telephone skills when communicating with outside agencies, parents/carers, visitors, staff and students.
Work closely with the pastoral team to support student needs and manage situations and concerns
Support students who are ill, ensuring their care is organised appropriately.
Provide first aid to students where needed
Liaise with parents/carers on the phone/in person relating to issues around their child.
Manage the administering of medication to students
Utilise SIMS and other school systems to provide timetables to staff and students.
Utilise SIMS in order to manage student information and update details when required.
Manage visitors attending Student Reception though checking ID, signing in and issuing with correct visitor lanyards/badges, and ensuring the approved visitor list is maintained.
Record absences on SIMS with reference to the medical evidence list
Manage confiscations of items ensuring data is entered on SIMS, records are maintained, items are stored and returned in line with policy
Manage a lost property system
Check defibrillator equipment on a weekly basis
Record, store and hand over medication to students who require it and manage the disposal and replenishment in liaison with parents/carers
Accept delivery of supplies and re-distribute to appropriate departments
Undertake general administrative duties which may be requested from time to time by line manager
Input and maintain all paper and computer based student records
Issue exam certificates
Manage the archiving, disposal and set up of student files



Be on duty during fire evacuation procedures including handing out of registers at assembly points
Provide reception duties as and when required at various locations on the school site, including if required during school holiday periods
Collect money from students in relation to ties, planners, school events etc. and liaise with the finance officer in order for monies to be reconciled and banked. Record monies loaned to students e.g. bus fare and follow up with parents/carers to ensure repayment
Send "late texts" as part of a daily routine
Coordinate the annual cycle of inoculations through liaison with staff and outside agencies
Coordinate the annual cycle of student photographs through liaison with staff and outside agencies
Prepare and submit the school census at the appropriate times across the school year and access key information including students eligible for Pupil Premium
Update medical records coming through the transition process and support plans
Follow up non-payment of lunches and recover overspends against accounts
Support parents/carers in applying for free school meals and check eligibility using the SIMS system
Support the Senior Leadership Team in preparing internal fixed term exclusion letters
Produce reports for colleagues, including permanent exclusion reports
Any other duties as requested commensurate with the grade
General responsibilities of all staff
<ul style="list-style-type: none">● Safeguarding, Equality & Diversity and Health & Safety<ul style="list-style-type: none">○ To safeguard and promote the welfare of children for whom you have responsibility or come into contact with, to include adhering to all specified procedures.○ To carry out your duties with full regard to the school's Equality, Diversity and Community Cohesion policy○ To comply with Health and Safety policies, organisations statements and procedures, report any incidents/accidents/hazards and take pro-active approach to



- health and safety matters in order to protect both yourself and others.
- To comply with the school’s requirements for safeguarding and vetting checks.
- **Compliance with Policies**
 - The post holder is required to comply with all school policies, including the No Smoking Policy.

Person specification

	Essential	Desirable
Qualifications & Experience	<ul style="list-style-type: none"> • Five GCSEs at C plus (or equivalent) including English and maths • Recent and relevant experience of working in an administrative role • Recent and relevant experience of working as part of a wider administrative team • Recent and relevant experience of working on a busy reception area 	<ul style="list-style-type: none"> • Appropriate NVQ 3-4 (or equivalent) based on administrative / customer care duties • Recent experience of working in a school environment
Knowledge & Skills	<ul style="list-style-type: none"> • Ability to relate well with children and adults and form effective working relationships • Sensitive to the needs of children and parents/carers • Ability to use a range of skills to support vulnerable students • Excellent organisational skills • Ability to prioritise work to meet deadlines • Excellent communication skills, both oral and written • Ability to use ICT effectively, including the range of MS Office products • Ability to input and produce reports using school systems including SIMS • Ability to work effectively as part of a team • Ability to work with minimal supervision 	<ul style="list-style-type: none"> • Proven experience of using own initiative to create or improve administrative systems or procedures • Proven experience of supporting students



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	<ul style="list-style-type: none">• Ability to manage time effectively	
Personal Attributes	<ul style="list-style-type: none">• Caring disposition• Ability to have difficult conversations with staff and students• Patience and understanding• Empathy towards vulnerable students• Flexible approach	

The Application Process

Please complete the Application Form available from our website.

Guidance on completing the application form:

Candidates are requested to complete the application form in full. Section B requires you to set out thorough evidence of how you meet the criteria included in the person specification. This will be used in the shortlisting process. This section should be no more than 1,000 words. In the Educational Achievements section, please ensure that you list individual subjects and grades and that these are accurate; if shortlisted for interview you will need to provide certificates for all qualifications gained.

Your completed application form should be emailed 'in confidence' to Thompson.f@framdurham.com by **9.00am on Monday 23rd September 2024**. All applications will be acknowledged by email. Please DO NOT upload your application to the website on which this post is advertised and please note that we do not accept CVs.

Key Dates

The closing date for applications is 9.00am on Monday 23rd September 2024.

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If you have any queries prior to submitting an application please contact Fiona Thompson, Executive Assistant at Thompson.f@framdurham.com.