



VALLEY INVICTA  
ACADEMIES TRUST

# Receptionist

Invicta Grammar School



## Shaping Tomorrow's Future Together

Valley Invicta Academies Trust is a dynamic, vibrant, multi-academy trust comprising of nine schools – five primary and four secondary – and Valley Invicta Teacher Training, all based in the Maidstone and Malling area of Kent.



INVICTA GRAMMAR  
SCHOOL





# Trust Welcome

Valley Invicta Academies Trust (VIAT) consists of an exceptional cluster of five primary and four secondary schools at the heart of the local community. We put the children we teach at the very centre of all we do. Our staff are equally at the heart of our schools.

We are now recruiting for a Digital Content Creator to join us. This is an exciting opportunity for an enthusiastic and committed professional to join a very successful, mature Trust that encourages all its staff to be the best they can be.

We are looking for an exceptionally talented individual who will use their energy and vision to make a real impact; to support the students with their career choices, as well as ensuring that our schools continue to develop their current standards and achievements – both academically and pastorally.

The successful candidate will receive encouragement, support, and guidance to develop their own career within the Trust, which prides itself on 'growing its own' talent.

# Vacancy

Valley Invicta Academies Trust is highly respected and has an exciting opportunity on offer within Invicta Grammar School.

We would like to appoint a Receptionist who will be the first point of contact when staff, students and visitors arrive in school. You will provide a high-profile, positive and welcoming front of house presence for the school.

## Who are we looking for?

The successful candidate will be friendly, professional and possess the qualities to be the 'face of the school'. You will deal with communication over the telephone, via email and face to face with students, parents, staff and other stakeholders.

This is a wonderful opportunity for you to join a growing Trust with an established staff body.

## Our ethos

As a Trust, VIAT recognises the need to drive standards and to reflect and adapt according to the changing context of our community and the world we live in.

Our schools continually evolve in our drive for excellence; we aspire to provide outstanding care, outstanding education and outstanding opportunities.

We have a dedicated team of professionals who are always willing to support new staff.

New opportunities, including career progression, are actively sought for all staff across the Trust.

Collaboration with like-minded colleagues within VIAT is set up to provide networking, support, quality assurance and friendship.

## Are you looking for a new challenge?

- Do you have excellent verbal and written communication skills?
- A good telephone communication etiquette?
- Are you organized and resourceful?
- Are you customer-focused and an active listener?
- Are you adept at prioritizing, scheduling and multitasking?
- Do you have the ability to handle office equipment (eg the telephone system, printer and franking machine)?
- Do you have experience with the SIMs database system?

## Are you the right candidate?

We would like to hear from you if you have:

- Good interpersonal skills, the ability to communicate effectively with a variety of people and to assess and diffuse confrontational situations;
- Discretion;
- The ability to work as a member of a collaborative team;
- The ability to remain calm and to cope with the unexpected;
- An excellent health and time keeping record;
- Good organisational skills.

If you think you would thrive in this environment we want to meet you.

Position	Receptionist
Basis	37 hours per week, term time (190 days + 3 weeks) – further details can be found within the Person Specification
Commencement	May 2024
Salary	VIAT 4, Points 18-21 £23,887-£24,887 (full time equivalent) with an actual salary of £21,504-£22,404



# Application Process

We are, of course, seeking to appoint the best possible candidate and therefore the application process will undertake all necessary measures to achieve this.

On the basis that some interested candidates may be keen to visit the Trust before making a formal application, you can arrange this by contacting Mrs N Fitzgerald, PA to Headteacher – [n.fitzgerald@invicta.viat.org.uk](mailto:n.fitzgerald@invicta.viat.org.uk).

When ready to apply, interested candidates are invited to complete an online application detailing why they are suitable for the role.

If you have any queries on any aspect of the application process or need additional information, please contact Mrs N Fitzgerald, PA to the Headteacher.

The Trust is committed to safeguarding children and successful candidates will be subject to an Enhanced DBS check.

Our commitment to safeguarding is underpinned by robust processes and checks which are in place across the Trust.

This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.

*Please note that applications will be considered as they arrive and interviews may take place earlier than the closing date, should enough quality applications have been received.*

**Closing date for applications**

Thursday 29 February 2024

**Interviews and assessment activities**

To be confirmed.



# Job Description

**Responsible to:** Headteacher

**Responsible for:** Receptionist

## Duties and Responsibilities

- Greet all visitors, contractors, students and parents in a welcoming, professional manner.
- Adhere to the signing in and safeguarding process for visitors and contractors ensuring the correct lanyards are issued, providing supervision, as necessary.
- Record information accurately and pass to relevant member of staff as quickly as possible.
- Be able to deal with any difficult visitors/phone calls in a calm and professional way without elevating the situation further.
- Act with tact and diplomacy around confidential and sensitive information.
- Coordinate room booking and minibuss and school van booking system.
- Manage the office voice mail and email inbox.
- Ensure the prompt delivery of all messages between staff, parents and students.
- Respond with administrative back-up when the fire alarm is activated.
- Support the Headteacher's PA with admin tasks, where necessary.
- Support other members of staff, where appropriate, and undertake general office duties.
- Oversee duties of student receptionists.

## Working with Parents/Carers/Staff/Students

- Build positive relations with parents/carers/staff and students
- Be mindful of any sensitive information that you may be privy to through your role as Receptionist
- Ensure a confidential and professional demeanor at all time.

## Professional Development

- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school
- Take part in the school's appraisal procedures.

## Other Areas of Responsibility

To carry out as requested from time to time any other relevant duties as may be reasonably required by the Headteacher or Head of School.

## Safeguarding

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, the Prevent duty guidance) and our safeguarding and child protection policies.
- Work with the Designated Safeguarding Lead to promote the best interests of students, including sharing concerns where necessary.

## Notes

This job description may be amended at any time in consultation with the postholder.



# Person Specification

## Qualifications and Training

- GCSE or equivalent level, including at least a Grade C (or equivalent) in English and Mathematics
- SIMs database knowledge is desirable however, not essential
- Previous experience of working within a school environment or other educational setting would be an advantage

## Experience

- Ideally to have worked as a Receptionist either within another school or alternative setting
- Experience working directly with students and parents
- Experience working collaboratively with colleagues.

## Skills and Knowledge

- Good listening, communication and interpersonal skills
- Effective written and verbal communication skills
- Ability to create good relationships with students, staff and parents
- Have a sense of humour and a 'can do' attitude.
- Have excellent organisational skills, having the ability to multi-task and cope with the pressures of being on a very busy reception.
- A good working knowledge of Excel, would be advantageous.
- A working knowledge of the Data Protection Act would be desirable.

## Personal Qualities

- Willingness to provide the best possible service to all stakeholders
- Organised, proactive and self-motivated
- Good time management skills
- Commitment to upholding and promoting the ethos and values of the school
- Ability to work under pressure and prioritise effectively
- Ability to maintain confidentiality at all times
- Committed to safeguarding, equality, diversity and inclusion.

## Additional Duties

- Attend team and staff meetings, as required
- Attend additional meeting which take place outside of school hours – for example relevant CPD sessions

## Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and the school's code of conduct.
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing.
- To ensure that any safeguarding concerns or incidents are reported appropriately and in line with policy.
- Undertake all safeguarding training when required.

## Working Hours

- 8.00am-4.00pm Monday – Thursday; 8.00am-3.30pm on a Friday
- Term time + 3 weeks. 190 days make up 'term time', however, it is normal for the schools within the VIAT Trust to be in school for less days. For instance, in academic year 2023-2024, students were in school for 180 days, staff then worked four additional staff only days and then support staff were required to work the additional six days – making up to 190 days in total.
- Based on this, the successful candidate would work these six additional days, plus three weeks – 21 days in total outside of term time.
- You will be therefore required to work:
  - One week in the October half term
  - One week in the Easter half term
  - Wednesday-Friday during the A Level and GCSE results weeks – usually the fourth and fifth weeks of the summer holidays.
  - The remaining five days to be worked in consultation with the Headteacher, at mutually convenient times.



# Benefits at Valley Invicta Academies Trust and Invicta Grammar School

VIAT is a dynamic organisation with many career opportunities for new and existing staff.

Here are just some of the benefits the Trust offers:

- An open and collaborative working environment, not just within Invicta Grammar School but across the Trust;
- A career in an organisation that values individuality and diversity.

## Professional development opportunities:

- Regular training and access to a range of internal and external programmes tailored to your learning needs throughout your career;
- Opportunities for career progression across our family of schools;
- Subsidised MA opportunities with local and national universities;
- Coaching and Mentoring Programmes.

## Financial:

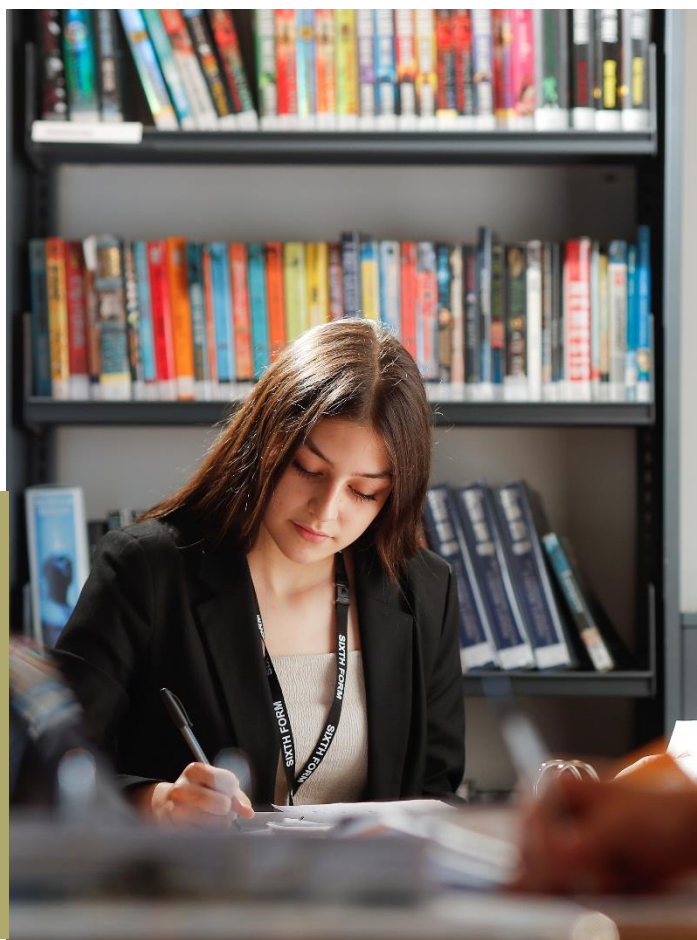
- A competitive salary whereby pay progression is possible on an annual basis, following successful performance;
- Access to an attractive pension plan;
- Private health care;
- Subsidised childcare;
- Access to a range of benefits and discounts through Kent Rewards.

## Equipment and facilities:

- A great working environment with some brand-new facilities, and further developments in progress;
- On-site catering, reasonably priced for staff;
- Free parking on the Trust campus;
- Social networking opportunities across the Trust to create new relationships both inside and outside the work setting.

VIAT also offers access to a range of health, wellbeing and personal support.

Our schools continually evolve in our drive for excellence; we aspire to provide Outstanding Care, Outstanding Education and Outstanding Opportunities.





# Trust Vision and Values

VIAT believes in the benefits of cross-phase education whereby all pupils, regardless of background, are taught a broad curriculum by specialist teachers across all ages; thereby enabling them to master the knowledge and skills they need to achieve their full educational and personal potential.

Our team work tirelessly to ensure that every child can be the best they can be along with providing an innovative and interactive curriculum based on the arts and academia; we aim to be at the forefront of developing new approaches to learning, embedding the 'mastery' approach to teaching and learning; securing the very best outcomes for pupils.

Our children only get one chance in their education, and it is our responsibility to provide the very best for them.

All our schools have a strong and cohesive outlook, reflecting our inclusive vision; staff and pupils are inspired to embed the values of respect and resilience, while developing personal character through additional wider curriculum activities and opportunities which motivate and enable them to grow in confidence, while cultivating thinking skills, and creative potential beyond typical expectations.

This secure foundation ensures an ambitious and aspirational approach, as well as a broader commitment to, and proactive engagement in, wider society, enabling our pupils to be fully ready - academically and personally - for their transition from primary into secondary school and a lifetime of influence beyond.





**VALLEY INVICTA**  
ACADEMIES TRUST

**Valley Invicta Academies Trust**

Huntsman Lane

Maidstone

Kent

ME14 5DS

0303 303 0000

[www.viat.org.uk](http://www.viat.org.uk)