



The Rowans AP Academy

Recruitment Pack Receptionist and Administrative Assistant



Welcome to THAT

Thank you for your interest in joining The Howard Academy Trust. We are a family of 9 academies—4 primary, 4 secondary, and 1 alternative provision—working across Medway, Kent, and Bexley. As a Trust, we are committed to delivering the highest standards of education for all children and young people, regardless of their background.

Our vision, *"Working together to create a community of successful learners"* underpins everything we do. We firmly believe that every child deserves access to at least a good education, and we are proud that every academy within our Trust has maintained or improved its Ofsted rating. Notably, Temple Mill Primary School and Waterfront UTC made the remarkable journey from Special Measures to Good at their first inspection since joining us—a testament to the dedication and expertise of our staff.



At The Howard Academy Trust, we recognise that our people are central to our success. We are committed to supporting and developing our staff so that they, in turn, can provide an outstanding education for our students. Each of our academies serves its own unique community, and our role as a Trust is to provide the support, guidance, and collaboration needed to drive continuous improvement.

We are always looking for talented and passionate individuals to join our team. If you share our belief in the power of education and want to be part of an organisation that truly makes a difference, we would love to hear from you.



Owen McColgan
Chief Executive
The Howard Academy Trust



THAT Benefits

The Howard Academy Trust is very pleased to offer our staff a vast range of benefits, both professional and personal, as we believe that our excellent teaching and support staff should be supported at work and rewarded for the great work they do.



Platinum
Workplace
Wellbeing Award



benenden
health
Subsidised Private
Healthcare



Free flu jabs
every autumn



Employee Assistance
Programme with
Free Counselling



Mental Health
First Aiders
in all schools



Early finish for
teaching staff on
Fridays for CPD/PPA



Multiple routes
into teaching



Opportunities for
collaborative CPD



Trust-wide training
and networking
events



Career Progression
and upskilling
opportunities



Bespoke in-house
Into Leadership
Courses



LGPS/TPS Pension
Scheme & Generous
Contributions



Competitive salary
with annual pay
progression



Early salary
withdrawal with
Access EarlyPay



Minimum 25 days
annual leave for
full time staff,
plus bank holidays



Discounted hire of
school facilities



Cycle to work
scheme



Free car parking
at each Trust site



EV Charging across
sites



On site catering
with a full
lunch menu



Discounted gym
membership



A diverse and
inclusive workplace



Staff referral
scheme



Flexibility
for life events



Annual
Trust Awards

We are happy to talk about flexible working.



Our Family of Schools



The Howard School
1,500 Pupils on Roll
Located in Rainham, Kent



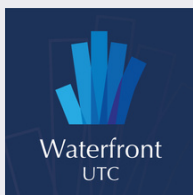
Temple Mill Primary School
240 Pupils on Roll
Located in Strood, Kent



Deanwood Primary School
230 Pupils on Roll
Located in Rainham, Kent



Thames View Primary School
450 Pupils on Roll
Located in Rainham, Kent



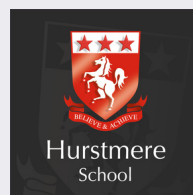
Waterfront UTC
370 Pupils on Roll Rated
Located in Gillingham, Kent



Miers Court Primary School
410 Pupils on Roll
Located in Rainham, Kent



The Abbey School
1,100 Pupils on Roll
Located in Faversham, Kent



Hurstmere School
960 Pupils on Roll
Located in Sidcup, London



The Rowans AP Academy
93 Pupils on Roll
Located in Chatham, Kent

Job Description

Job Title: Receptionist and Administrative Assistant

Contract Type: Permanent, Term-time only plus 3 weeks

Remuneration: NJC D2, points 4-11

Core Purpose and Scope

The holder of this post is expected to carry out the professional duties as described below, as circumstances may require and in accordance with the Trust's policies, under the direction of the Senior Leadership Team and Principal. The post-holder is required to fully support the vision, ethos and policies of the Trust.

THAT Vision & Values

As a Trust, our Vision and Values are achieved through:

- Excellent teaching and learning that promotes inclusivity;
- Regular opportunities for collaborative CPD to ensure best practice across academies;
- A proactive network for joint working across academies, for staff at various career stages;
- The highest standards of behaviour and conduct achieved through clear expectations and positive relationships;
- The unique character of each academy is valued and contributes to the THAT whole Trust ethos;
- Shared whole trust values of dignity, respect and ambition.
- High aspirations for all involved with the Trust;
- Each academy is a hub for its local community and families;
- Facing outwards and working in collaboration with other organisations and stakeholders;
- A centralised team that allows academies leaders to focus on their core purpose of education.

Values and Behaviour

Teaching & Support Staff play a vital role in making the education of the students their first concern, and are accountable for achieving the highest possible standards in work and conduct. All members of staff must act with honesty and integrity; have strong knowledge within their field, keep their knowledge and skills up-to-date and are self-critical; forge positive professional relationships; and work with parents in the best interests of the students in the school.

Personal and professional conduct

The post holder should always conduct themselves professionally, treating students and staff with mutual respect, regardless of personal beliefs, in accordance with Trust ethos, policies and practices.

Key responsibilities:

To be responsible for a variety of administrative functions.

- To undertake reception duties when required, ensuring all visitors, staff and pupils are greeted in a friendly and appropriate manner ensuring that all visitors sign in and out in accordance with the academy's safeguarding policy
- To operate the telephone switchboard efficiently and in accordance with established policy, to log all calls and to respond to all callers in a helpful and courteous manner
- To maintain the list of internal telephone numbers and circulate amended copies to all staff at regular intervals throughout the school year, but not less than termly
- To receive visitors in a polite and friendly way, arranging for them to be met and issuing visitors' badges. Ensure that the reception, meeting room, waiting room and lobby areas are tidy, professional, ordered and welcoming.
- Maintenance and supervision of pupils' records (including admissions and leavers)
- Assist with the provision of welfare support to pupils, giving basic first aid where appropriately trained
- To be the school's principal First Aider, attend any calls for first aid assistance within the school and ensure that accurate records are kept.
- Provide advice and guidance to staff, students, parents/carers and others.

Administration:

- Maintain accurate manual and computerised records on the management information system
- To assist as required with the administration of exclusions, inclusions, additional after school time for pupils, parents' evenings, school events, parents calendar and the options process
- Ensure data is entered in a consistent and accurate manner onto all data systems
- To ensure all bulk photocopying is carried out in a timely manner.
- Support the welfare and attendance lead with all school attendance issues including assisting with first day calling, text messaging, ensuring the completion of accurate daily registers, making referrals to Attendance Advisory Service and preparation of the termly persistent absence return to the local authority.
- Have a secure knowledge of individual pupil medication and take responsibility for the receiving, storage and administration of medication, together with the Welfare and Attendance Lead. Ensure accurate records are kept in compliance with the school's policy.
- Inform catering and other staff of pupil allergies.
- Ensure all staff are kept informed of changes in pupil circumstances.

- Arrange pre-admission meetings for potential pupils and ensure that all information is collected during this meeting.
- Ensure all qualifying pupils are registered for free school meals.
- Maintain the school's management information system (Arbor) ensuring comprehensive data, including SEN, FSM and PP data is held for all pupils and is kept up-to-date at all times.
- Maintain confidential pupil files.
- Ensure the previous school files and CTF files are promptly retrieved and stored securely and that all relevant information is disseminated to all staff.
- Ensure there is a system in place for archiving ex-pupil files or passing onto their next educational establishment and that a record is kept of movement of files.
- Maintain the electronic school diary and ensure that the HT online diary is updated accordingly.
- Maintain a record of school uniform stock and sales
- Prepare correspondence for school staff, ensuring that this is approved by the Principal.
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Resources:

- Maintain a central supply of stationery goods and first aid supplies, ordering as required to keep stock levels replenished.
- Operate relevant equipment/ICT packages (e.g. MS Office, internet, intranet, Management Information System, Email).

Additional duties:

- All staff, with the support of the Academy's designated DSL, have a responsibility for providing and safeguarding the welfare of the students and young people
- To be familiar with and support any health and safety procedures and ensure all duties and responsibilities are discharged in accordance with the Academy's health and safety at work policy

This job description does not form part of the Contract of Employment and is not necessarily a comprehensive description of the duties required but outlines the main responsibilities of the post. It will be reviewed regularly and may be subject to modification or amendment at any time after consultation with the holder of the post. The duties may be varied to meet the changing demands of the Academy at the reasonable discretion of the line manager.

An Enhanced DBS check will be required for this post. The job description is current at the date shown, but, in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job commensurate with the grade and job title. The successful candidate must have a commitment to safeguarding and promoting the welfare of children and young people.

Person Specification

Please refer to these requirements when completing the application. The Person Specification is related to the requirements of the post as determined by the Job Description.

Essential	Desirable
Education and Qualifications	
<ul style="list-style-type: none"> Maths & English GCSE or equivalent Grade C and above 	<ul style="list-style-type: none"> Evidence of ongoing Professional Development First Aid Training
Experience	
<ul style="list-style-type: none"> Experience of working within an administrative setting Experience of taking calls and messages efficiently 	<ul style="list-style-type: none"> Experience of working within the academy or education sector Experienced in using a Management Information System such as Arbor or other equivalent
Knowledge and Understanding	
<ul style="list-style-type: none"> High degree of accuracy Ability to manage time effectively to complete tasks to a high level Ability to work both alone and within a team to achieve specified standards Be flexible to changing demands of the post To undertake any training relevant to the role 	<ul style="list-style-type: none"> Knowledge of child protection and safeguarding policies Sound understanding of equal opportunity issues within the workplace and the importance of culture and ethos, and how these impacts on morale, high expectation, and high standards
Characteristics and Competencies	
<ul style="list-style-type: none"> Excellent communication including verbal and written skills Competent with IT and other software packages such as Word, Excel and PowerPoint Good organisational skills Ability to create a happy, challenging and effective learning environment A solution-focused mindset and determined “no-excuses” approach to raising standards A personable nature to build effective relationships Ability and keenness to promote the Trust’s and school’s positive culture and ethos A high level of integrity, confidentiality and discretion. 	<ul style="list-style-type: none">

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| <ul style="list-style-type: none">• Ability to develop good personal relationships within a team, making an effective contribution• to high morale | |
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