

LEARN MORE ABOUT
joining the MSJ Family



MALVERN ST JAMES
Girls' School



inspection judgement, which extends to all areas of Malvern St James. Malvern St James also received the highest rating of '**Excellent**' in the ISI's Educational Quality Inspection in May 2017 and has been compliant in all other ISI Compliance and Regulatory inspections since then, including September 2021. In March 2021, the School was awarded the Carnegie Mental Health Gold Award

WORKING AT MSJ

Malvern St James (MSJ) is a leading boarding and day school which presents an imaginative vision of education for girls from the age of 4 through to 18, taught within a positive, purposeful atmosphere. MSJ fosters creativity and bold thinking, challenging, and encouraging every girl to extend her personal horizons and realise her full potential.

Two hours from London and one hour from Birmingham, MSJ is in the heart of Malvern in Worcestershire, with excellent transport links. Great Malvern station is situated opposite the School. The MSJ bus service covers five counties to pick up and return pupils each day.

The School is home to a warm and welcoming community – girls, parents, staff, and governors alike, enjoying the friendly and buoyant atmosphere of shared celebration, extolling personal success in every field of endeavour. MSJ offers a range of boarding options (ages 7 – 18) to fit in with the demands of modern family life and girls can choose from full, weekly, or flexi-boarding. Ofsted recognised the exceptional standard of boarding with an '**Outstanding**'

for its outstanding pastoral care and support for pupil and staff mental wellbeing.

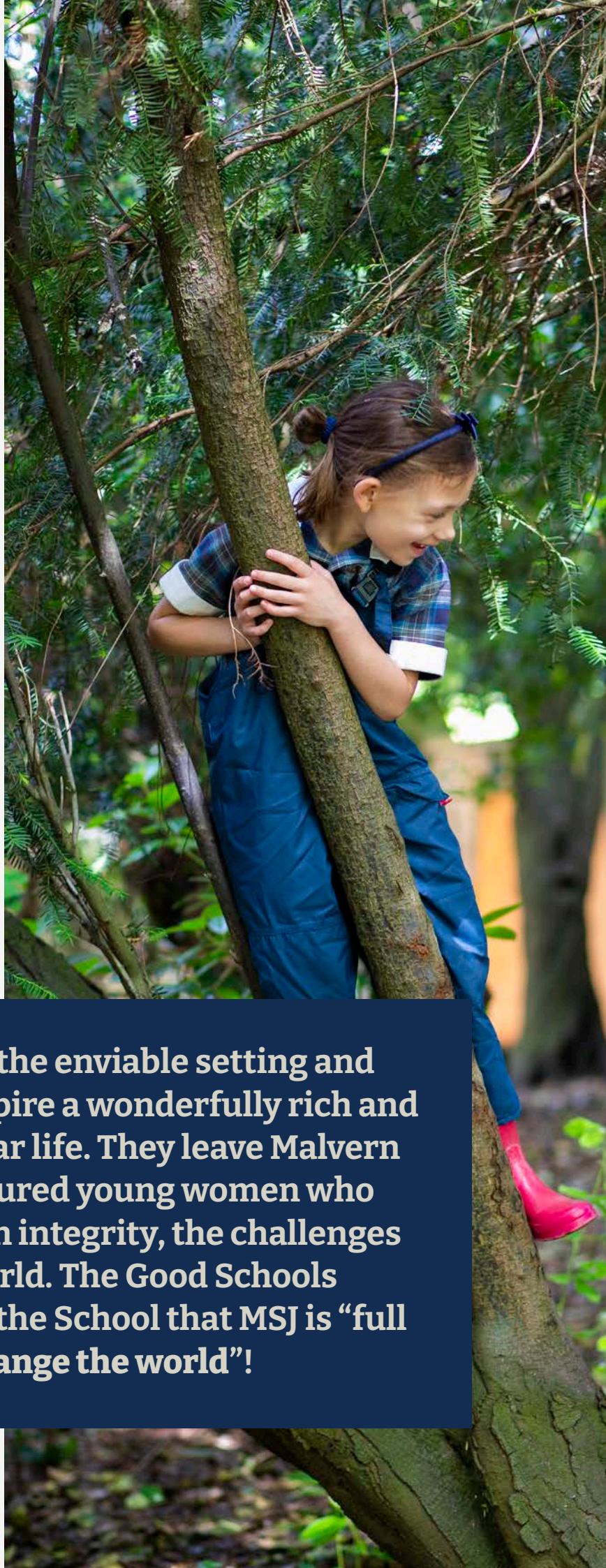
Intellectual and social confidence, personal development and achievement lie at the heart of the School and each pupil is treated as an individual. MSJ promotes academic excellence and innovation in teaching and learning throughout the school which provide each girl with the challenges and support to develop her talents, character, and abilities to the full. We prepare pupils for the most competitive UK and international universities and pathways. This individual emphasis is complemented with teamwork, community values and the importance of service to others.



The School has excellent facilities which include an award-winning Science and Mathematics Centre, a Drama Studio, Music Centre in Avenue, several IT suites, and a multi-media Language Laboratory. The School also has a brand-new Astroturf, launched in October 2020. At MSJ we use Microsoft and there has been significant investment and development of E learning in recent years. The School is currently creating a state-of-the-art Learning Hub centred in the Library and radiating out to learning zones throughout the School to support its commitment to innovation and learning and initiatives in **STEAM** (Science, Technology, Engineering, Arts and Mathematics).

The Year 13 Sixth Form Boarding House was transformed in 2018 with an extensive, highly contemporary, refurbishment programme to provide a transition house for university. Benhams, the Year 10 Boarding House was refurbished in 2021. The next phase is the transformation of Hatfield, one of the middle school Houses in 2023.

Whilst a multi-faith community and non-denominational, the School is founded on Christian principles and has a Christian ethos which underpins the School's daily life. There are regular opportunities for Christian worship.



Girls take full advantage of the enviable setting and superb facilities, which inspire a wonderfully rich and imaginative extra-curricular life. They leave Malvern St James as poised, self-assured young women who can meet and embrace, with integrity, the challenges and risks of our modern world. The Good Schools Guide observed on visiting the School that MSJ is “full of girls who are going to change the world”!

RECEPTIONIST JOB DESCRIPTION

AT A GLANCE



PART-TIME
52 WEEKS PER ANNUM



REPORTS TO
HR BUSINESS PARTNER

ABOUT THE ROLE

TERM-TIME (34 WEEKS) – 0745 – 1345 // OUTSIDE TERM-TIME – 0830 - 1430

The role of Receptionist is to ensure all visitors and phone calls are dealt with and responded to in a friendly and professional manner ensuring each occasion and 'contact point' portrays the school in the best possible light.

Key Responsibilities

- Welcome all visitors.
- Ensuring all visitors sign in and out, confirming and completing all relevant identification checks have been completed
- Ensuring all visitors risk assessments are checked prior to arrival at the school and that they are briefed on safeguarding and fire safety arrangements
- Receive and deal with efficiently and effectively with all telephone phone calls
- Maintaining the reception area to present a welcoming and efficient environment
- Ensure that Reception, the Reception waiting area and the post room are kept neat and tidy
- Receive all deliveries, direct them to the post room and notify recipients of their arrival in a timely manner
- Keep up-to date with all ongoing events and activities involving staff and girls via SOCS
- In the event of the fire alarm sounding reception staff are responsible for the roll call of those signed in to the visitor register and notifying other MSJ sites of the activation
- Deal with the outgoing post, including franking all items that require it
- Deal with requests and queries (whether by telephone, email or in person) from parents by providing accurate information where possible or passing the query on to the appropriate member of staff
- Ordering and maintaining stationery supplies and franking materials
- Dealing with lost property queries
- Providing reprographics services with printing and photocopying as required

KEY RESPONSIBILITIES (CONTINUED)

- Being familiar with the school website and the information it relays to parents, for example booking forms and future term dates.
- Ensuring Joint Council for Qualifications (JQC) compliance log is accurately maintained.
- Ensure weekly Student and Staff sign in registers are made available, and completed ones removed and stored.

All School staff are expected to:

- a. Work towards and support the school vision and the current school objectives outlined in the School Development Plan
- b. Support and contribute to the School's responsibility for safeguarding pupils
- c. Regularly review own practice, set personal development targets and take responsibility for own continuous professional development.
- d. Work within the School's health and safety policy to ensure a safe working environment for staff, pupils and visitors
- e. Work within the Equal Opportunities Policy to promote equality of opportunity for all pupils and staff, both current and prospective.
- f. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with pupils, parents and colleagues.
- g. Engage actively in the performance review process.
- h. Adhere to policies as set out in the Staff Handbook
- i. Undertake other reasonable duties related to the job purpose required from time to time
- j. Adhere to School Safeguarding and Child Protection Policies.



RECEPTIONIST

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE	ESSENTIAL OR DESIRABLE	HOW THIS WILL BE ASSESSED
Strong interpersonal skills	Essential	Interview
Ability to communicate confidently and professionally with parents, pupils, staff and all visitors with a warm, friendly and helpful attitude.	Essential	Interview
Ability to deliver excellent client service in all interactions	Essential	Interview
Hardworking, efficient and punctual.	Essential	Interview
Good organisational skills, accuracy and close attention to detail.	Essential	Application form Interview
The ability to deliver under pressure and work to tight deadlines.	Essential	Interview
Absolute discretion when working with pupils and parents.	Essential	Interview
Ability to work as a member of a team, collaborating well with others.	Essential	Application form Interview
The ability to prioritise tasks, and work efficiently	Essential	Application form Interview
IT skills with a good working knowledge of MS Office.	Essential	Application form
Experience of a busy and sometimes pressurised 'front of house' environment	Essential	Application form Interview
Competent in working with efficient and effective administrative systems and processes, both digital and paper.	Essential	Application form Interview
A flexible approach to work and a willingness to undertake a variety of different tasks	Essential	Interview
GCSE or equivalent in English language	Essential	Application form Interview
Accurate and fluent spoken English	Essential	Application form Interview
Ability to follow policies and procedures	Essential	Interview
Ability to complete work to the required standards and to agreed deadlines	Essential	Assessment

STAFF BENEFITS AT MSJ

Malvern St James Girls' School prides itself on its warm, friendly and welcoming environment where all staff are encouraged to play a part in a successful and supportive community.

A selection of MSJ Staff benefits* can be seen below:



**COMPETITIVE
SALARY**



**FREE LUNCH
PROVIDED**



**GYM & SWIM
DISCOUNTS**



**DISCOUNT ON
SCHOOL FEES**



**PENSION
SCHEME**



**CHRISTMAS
SHUTDOWN**



**PROFESSIONAL
DEVELOPMENT**



**FREE
PARKING**

*Some benefits such as pension enrolment activate after completing three months' employment with Malvern St James

APPLICATION PROCESS

AT MSJ

1

Complete your application form, which must include all dates of previous employment and give reasons for any gaps in employment. **A CV will not be accepted instead of a completed application form.**

2

You should also include a covering letter with your application, which should not repeat the contents of the personal statement section within the application form.

3

Submit your completed application form and covering letter to the HR Department. Post to Malvern St James, 15 Avenue Road, Great Malvern, Worcestershire, WR14 3BA, or email to recruitment@malvernstjames.co.uk

4

Closing date: Open. We reserve the right to appoint as soon as we find the right candidate.

GENERAL REQUIREMENTS

This job description is not necessarily a comprehensive definition of the post; it is to be enabling rather than restrictive.

It will be reviewed at least once every two years and it may be subject to modification or amendment at any time after consultation with the post holder.

REFERENCES

References of shortlisted candidates will normally be taken up before interview one of which should be from your most recent employer.

Two satisfactory references are required before the appointment is confirmed. The appointment of the successful candidate will also be subject to satisfactory Enhanced DBS checking.

Malvern St James is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service clearance at enhanced level.



MALVERN ST JAMES

Girls' School

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