

Welcome

I am delighted that you are considering applying for the position of Pupil Services Administrator. This opportunity has arisen due to the retirement of a long serving and extremely valued team member.

We are a successful, forward-thinking, co- educational independent school with a long tradition of developing and promoting individual talent and encouraging high aspirations within an environment of continuous improvement. Our history dates back to the 14th century, but we are also very much an innovative and forward-looking school that combines a strong focus on academic excellence with a rich co-curricular programme to enable our pupils to 'discover who they are' and unlock their potential in a school with a strong sense of community. The School continues to challenge itself on how we deliver our education services (recent years have seen the launch of a kindergarten, the establishment of a transport division, the opening of an international boarding house, and the deployment of iPads).

This is a fantastic opportunity to join our Pupil Services team in one of our most important roles. It is the first point of call for pupils, parents and staff. You will be responsible for ensuring every visitor receives a friendly, positive, professional and inclusive welcome to our School, which you will represent with great pride.

The School welcomes pupils from the ages of 2 to 19 years old, so this is an extremely busy and diverse front of house role. We are open from 0745 to 1730, due to breakfast and after school clubs. You will be joining a small team with a big heart, have a responsive and caring attitude, and the ability to keep several 'plates spinning' whilst retaining your 'swan like' demeanour.

If this role represents the type of opportunity and challenge which excites you, and you believe you have the necessary skills and experience to work with an excellent team, then we would be pleased to receive your application and give it serious consideration.



Natalie Miller

Director

Wisbech Grammar School

About the School and location

Wisbech Grammar School (WGS) is an independent, co-educational school located near the centre of the historic town of Wisbech in Cambridgeshire, on a green site of 44 acres beside the River Nene which runs through the town. The School offers a broad, high-quality education with excellent pastoral care for around 600 children aged 2-19. It is predominantly a day School but, in recent years, has started to take a limited number of boarders, mainly from the Far East.

The School is located on a single site with the Kindergarten, Prep School and the Senior School sharing the same buildings and extensive playing fields..

The School is well-equipped with modern facilities for academic learning and co-curricular activities, and it has an ambitious programme for continued renewal. Wisbech is a historic market town with a royal charter in north Cambridgeshire and it straddles the River Nene, roughly halfway between Peterborough and King's Lynn. The town has a population of just over 36,000 and there are good road links to Cambridge, Norwich and Peterborough.

Application process

Due to the exciting and unique nature of this opportunity we are anticipating high levels of applications and have therefore instructed our recruitment partners Anne Corder Recruitment to support us in the initial screening, interviewing and shortlisting process.

If you are interested in applying, please send through an introductory email outlining your suitability for the post, and a full copy of your CV to CV@annecorder.co.uk, where your details will be assessed and reviewed by Anne Corder Recruitment (ACR).

You will receive an acknowledgement of your application within two working days, and candidates that best fit the criteria should expect a call from ACR within five working days. You will be invited to attend a first stage interview with ACR if both parties agree the role is a good fit. Interviews will take place virtually and will take up to an hour

The closing date for applications is 20 January, but we would appreciate early applications where at all possible, and reserve the right to appoint immediately if the right candidate comes forward to ensure that time for handover is maximised.

Short list: Short list applicants will be notified on Monday 20 January 2025

Interviews: Will take place on Wednesday 22 January 2025

Wisbech Grammar School is committed to safeguarding and promoting the welfare of children and young people. The post is subject to an enhanced DBS check, satisfactory references and a medical

Job Title	Pupil Services Administrator
Reporting to	Head of HR
Hours of Work	<p>Full time working hours are 40 hours per week However Pupil Services is manned from 0745 to 1745 each day so additional hours are available. The School would like consistency in our front of house, so full time is preferred however the School will consider part-time . Please note that this is a term time contract (deemed to be 34.4 weeks a year).</p>
Holidays	Holidays to be taken during school holidays.
Probation	1, 2, 4 & 6 month reviews in the first year of the role
Medical	<p>The offer of appointment at Wisbech Grammar School will be conditional upon the provision of a medical report, which satisfies the school. Initially this will be a self-certification, which may result in Pre-Employment screening by our Occupational Health provider. Please note that all School buildings operate a no-smoking policy.</p>
Benefits	<p>Wisbech Grammar School provides</p> <ul style="list-style-type: none"> • Defined Contribution Pension Scheme to which the employer provides a 5% contribution to match the 5% employee contribution • Childcare voucher scheme • Fee discounts for dependent children
Safeguarding	<p>Wisbech Grammar School is committed to safeguarding and promoting the welfare of children and young people and expects all its staff and volunteers to share this commitment.</p> <p>The post holder must be willing to undergo child protection screening, including reference checks with previous employers and a criminal record check with the Disclosure and Barring Service (DBS).</p> <p>The postholder is responsible for ensuring that they</p> <ul style="list-style-type: none"> • undertake all mandatory training on the school defined timetable (annually at time of writing this document) • read, digest and adhere to all mandatory training on the school defined timetable (annually at time of writing this document)
Data Protection	<p>In the course of employment at Wisbech Grammar School, staff may have access to confidential information relating to pupils and their families and are required to exercise due consideration in the way they use such information.</p> <p>Staff should not act in any way which might be prejudicial to the School's interest. Information which may be included in the category covers both the general business of the school and information regarding specific individuals.</p> <p>A strict code of confidentiality must always be adhered to.</p> <p>Wisbech Grammar School is registered under the Data Protection Act 1984 and staff must not at any time use the personal data held by the school or disclose such data to a third person.</p>

Principal Role

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The School is very busy and involves periods of working to tight deadlines and schedules. It offers diverse and varied duties and a friendly and supportive staff.

This list of duties and responsibilities is not exhaustive; it is an indication of the main areas of focus and responsibility. It may be amended in consultation with the holder without change to the level of responsibility or remuneration appropriate to the post.

General Duties and Requirements

- Work as part of the Pupil Services Team providing an efficient and effective overall service to the School.
- Be the welcoming professional at the Reception desk ensuring all pupils, staff and visitors are welcomed to our School and that visitors are received by the appropriate colleagues.
- Ensure tidiness of reception and public areas and offices.
- Maintain visitor's book and issue visitors' badges so that accurate records are in place for all visitors on site for security purposes and in case of an emergency evacuation roll call.
- Ensure that the fire lists are maintained and updated on a termly basis and all relevant fire registers are in place and accurate. Assist with fire drills by taking registers and documents and books to fire assembly point.
- Operate the Reception switchboard system, answer queries, transfer calls appropriately and take telephone messages when necessary.
- Communicate to internal and external partners as needed through e-mail, verbal and other written communication.
- Deal with incoming / outgoing post (including parcel deliveries), arrange for onward distribution to final recipient.
- Use School's communication platform to set up groups and inform various pupil, parent and staff groups of information / notifications.
- Be trained as a higher level first aider and assist with any sick or injured pupils; this may include the administration of first aid, organising travel to hospital, and notification to parents.
- Ensure the correct storage of pupil medication and, where appropriate parent consent is held, administer medicines to pupils (including children's controlled drugs)(training will be provided).
- Undertake the school day registration process for all pupils and record any absences. Contact parents to check on unexplained absences where necessary. Maintain records of all pupils arriving or leaving site at other than normal times. Update key staff as required.
- Undertake all administration for all parent's evenings across the school. (appointment sheets, appointment cards, letters etc). Produce badges, names cards, labels for parents evenings as required



- Update the School Management System (SIMS) as needed, ensuring accurate and up to date pupil details which might include, personal details, daily registration, pupil photographs, sibling information, medical data when applicable.
- Assist both support staff and teaching staff with general administration using Microsoft Office 365.
- Sort and return lost property to pupils.
- Pupil supervision as required.
- Archive pupil files as required.
- Support whole school events as required
- Assist with occasional evening/weekend events (such as open days) when required.

Specific Role – to support Prep School Administration and the Senior Deputy Head Prep

- Coordinate and populate the Senior Deputy Head Prep School's diary.
- Collate the Senior Deputy Head Prep School's receipts for accounts
- Support a variety of Prep School events and activities (including events forms, invitations, payments, arranging guest speakers and circulating timetables, providing printed materials or programmes and coordinate prizes and gifts):
 - Nativity and other productions
 - Prospective parent meetings
 - Parents Evenings
 - Prep School clubs and activities
 - Seasonal activities such as pupil's commissioning their own Christmas Card designs
 - Book fairs
 - School Trips
 - Speech Day
 - School Photos – individual photos for whole school as well as class photos for Prep School

Attributes	Essential	Desirable
Qualification	<ul style="list-style-type: none"> GCSE standard of equivalent in English and Maths 	
Knowledge	<ul style="list-style-type: none"> Microsoft Office – Work, Outlook, Excel 	<ul style="list-style-type: none"> Experience in working in school environment
Skills & Experience	<ul style="list-style-type: none"> Understand, work and appreciation of confidentiality Experience of working in a reception environment Excellent communication skills including adjustment to meet the needs of the target audience Good time management skills Good numerical and literacy skills Ability to build positive relationships with a diverse range of pupils, staff and stakeholders Can show initiative, creative thought and understanding of the importance of being proactive in a busy workplace environment 	<ul style="list-style-type: none"> Experience in working in a school reception environment Experience of working with SIMS Experience of switchboard
Personal competencies and qualities	<ul style="list-style-type: none"> Warm and approachable personality that shows tact and sensitivity Be professional and well organised Be able to be flexible and work under pressure, both independently and within a small team Can consider issues objectively and from a holistic school view. Patient, reliable and trustworthy Keen eye for detail An understanding and commitment to the ethos, culture and priorities of the school Be an ambassador for the school 	