



Transforming Lives

EDUCATIONAL TRUST

**Apprentice  
Receptionist**

**Ashlawn School Recruitment Pack  
March 2024**

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## At Transforming Lives Educational Trust, we want the change the future

Our academies are places where staff thrive and children flourish, equipped for a world of possibilities, and ready to make a difference to others.

We believe that nothing compares to the transformative power of learning and its singular ability to broaden horizons, deepen perspectives, and extend potential. We know that the very best schooling unlocks the doors of the future, and that all children deserve the best daily deal, every day.

We believe in the dedication and talent of our staff, who deliver greatness in every corner of our Trust. This inspires us to make sure we take the very best care of them, as well as the children and young people in our academies.

Our family of primary and secondary academies work together to provide the best start for our children and young people, and our Trust is the natural home for forward-thinking and innovative practice, led by dedicated and talented staff.

As a successful and growing family of academies, we have developed the size and scope to be far more than the sum of our parts.

### The TLET Way

#### OUR AMBITIONS -

**As a Trust family, our shared ambitions drive everything we do, we call this 'The TLET Way'.**

Through the transformative values of courage, kindness and loyalty, together we:



#### NURTURE POTENTIAL

We flourish in the places we create together.



#### INSPIRE COMMUNITY

We champion each other to make a difference.



#### DELIVER EXCELLENCE

We strive to achieve our best.

### Our Academies



## Our Team

Without exception, everyone is deeply committed to the very highest outcomes, regardless of their role, recognising the strength of collective contribution and effort.

### Leaders

Academy leaders, driven by exceptional Principals, focus relentlessly on pupils and their outcomes, with everything else as peripheral. They are restless in their leadership, seeking ever better ways to improve in a culture of success. They do what it takes to make the difference.

Central Team leaders, motivated by an inspiring Executive, lead high performing teams who add value to our academies by providing the environment in which others thrive. They unburden academy leaders, enabling them to keep the main thing, the main thing - pupil outcomes.

Governance, for our academies and for the Trust, is robust, rigorous and proportionate, providing professional support and challenge so that leaders strive to the limit of what is possible with a sharp focus on outcomes and excellence.

Our leaders never allow the urgent to distract them from the important, navigating a clear route to long-term success.

### Teachers

Our teachers are highly effective in the classroom, both in the uncompromising quality of their teaching and in the perceptive and individualised attention they give to pupils. They are passionate about the subjects they teach and dedicated to the children in their care. Our teachers are carefully recruited and expertly supported to make sure they, like our pupils, are always at the top of their game.

### Support Staff

Our support staff are the backbone of our organisation and are specialists in their areas of responsibility. Like our teachers, they are well-trained and highly effective at ensuring the smooth operation of our Trust day in, day out.

## Why Work for TLET

At TLET, we want to be an employer of choice for our employees.

We believe that the children and young people in our care deserve the very best staff who are highly effective at what they do. We want our employees to take great pride and satisfaction in their work. This means that one of our fundamental priorities is to ensure that all of our employees feel valued, knowing that the role they fulfil is vital to transforming the life chances of others. Put simply, we are loyal to our employees and receive their loyalty in return.

## Comprehensive Induction

When joining TLET, you will have access to a detailed induction programme which is designed to ensure you feel confident in your new role from your first day with us. This is led by our HR team in partnership with your line manager and focuses on our culture, safeguarding, site orientation, key people and TLET expectations, among other things. We know the importance of a great start for our children and young people when they join one of our academies, so we place just as much importance on the way new employees transition into TLET.

## Tailored Training

We believe in giving our children and young people the best daily deal. To this end, all of our employees have access to individualised performance development programmes and tailored training to ensure we are all restless in our pursuit of excellence. We work with the respected training providers such as ECM Consultants, Challenge Partners and our own TLET Education Improvement Service, harnessing a blended training platform of virtual and face-to-face sessions.

## Tending the Team

At TLET, we recognise that working in schools is extremely rewarding, but we haven't lost sight of the fact that it is often challenging and burdensome. All our employees have access to our TLET wellbeing offer to promote your mental and emotional wellness. This centres around a suite of staff provision such as bitesize online wellbeing training to help maintain work-life balance, free access to professional counselling and even shopping vouchers! In short, we take care to care.

## TLET Central Team

As an employee at TLET, you will benefit from our extensive and expert Central Team who are based in Rugby making them highly accessible and responsive. The Central Team delivers leadership, finance, estates, business operations, HR and IT expertise to our academies with the intention of making it easier for others to do their job. Our Central Team works in partnership with our academy leaders to ensure that support is tailored to the needs of each academy.

Furthermore, we follow the School Teachers' Pay and Conditions Document, the National Joint Council guidelines and recognise continuity of service for all employees joining TLET to ensure that our employees are looked after well compared with others in different settings.

## About the Role

Thank you for your interest in the position of Apprentice Receptionist at Ashlawn School.

### So, who are we looking for?

We are delighted to offer this exciting opportunity for an Apprentice Receptionist to join our school. Reporting into our Cover Manager, you will be responsible for a wide range of administrative duties, which include welcoming all visitors to the school, answering all calls/emails, booking of meeting rooms and filing/updating student records. This is a hands-on role working to established processes/procedures and without close supervision, other than that provided through working arrangements, methods and procedures. We are looking for someone who has good organisational skills, is a great communicator and who seeks out ways of improving their own performance and is a real self-starter.

### What next?

We want to hear from you if you are as excited as we are about this fresh opportunity within our successful and growing Trust. In return, we can offer the right candidate the chance to work within our innovative and

forward-thinking Trust as well as offering excellent professional development and progression.

We encourage you to consider the information in this pack carefully and use it to picture yourself within the role at Ashlawn School. Should you wish to discuss any element of the pack in more detail, please don't hesitate to contact us. We look forward to receiving your application.

## How to Visit & Apply

Please read the information in this pack. If you are interested in this job opportunity, please apply by downloading the application form from our [website](http://www.tlet.org.uk) ([www.tlet.org.uk](http://www.tlet.org.uk)). Completed application forms should be emailed to [careers@tlet.org.uk](mailto:careers@tlet.org.uk) or posted to:

HR Department (Careers)  
c/o Houlton School  
Signal Drive  
Houlton  
Rugby  
Warwickshire  
CV23 1ED

If you have any questions about the role or would like to visit Transforming Lives Educational Trust or one of our Academies, please don't hesitate to contact us by emailing [careers@tlet.org.uk](mailto:careers@tlet.org.uk) or selecting option 1 on our telephone menu – 01788 593900.

If you decide to apply you should include a supporting statement with your application form (either in the application or as a covering letter) on no more than two sides of A4, giving your reasons for applying for the post, addressing information you have read in the pack and particularly the person specification, and outline any relevant experience and personal qualities you would bring to the Trust.

Please do not send a general letter; we are really looking for someone who is prepared to respond to us as an individual Trust. You can be sure that we will take time and care in reading your letter; we appreciate how much time and energy goes into writing it.

*\*Timeline may be subject to change*

<b>Recruitment Timeline*</b>	
w/c 4/03/24	<b>Position advertised</b>
22/04/24	<b>Closing date for applications (9am)</b>
22/04/24	<b>Final Shortlisting and contact with candidates</b> <b>References will be requested at this stage</b>
TBC	<b>Final Panel Process</b>

## Job Description

<b>Location:</b>	Ashlawn School
<b>Job Title:</b>	Apprentice Receptionist
<b>Salary:</b>	Apprentice National Minimum Wage
<b>Contract:</b>	Support Staff Terms and Conditions 8:30am-4:30pm Term time + 5 days
<b>Start date:</b>	ASAP
<b>Responsible to:</b>	Cover Manager
<b>Key relationships:</b>	All students, staff & visitors at Ashlawn School All staff at Ashlawn School represent the values, ethos and practice of the school to all of its stakeholders and wider community
<b>Job purpose:</b>	Responsible for the day-to-day cover of the school's main reception

### MAIN ROLE AND RESPONSIBILITIES:

#### Reception:

- Providing a 5\* welcome
- Be a first point of contact for students requiring help/support and referring them to other appropriate staff in school
- Ensure reception area is welcoming and tidy
- Operating switchboard
- Receive visitors and deliveries/goods, dealing with associated administration (security badges, signing delivery notes)
- Deal with routine enquiries, providing general information about the school and its activities – in person, by phone and email
- Book meeting rooms as required
- Update SCR for all Agency and Contractors on site
- Notifying relevant staff of safeguarding callouts
- All general duties as required to the level of the post, which may be required by the line manager
- Assist in the absence of colleagues
- Be aware of and comply with the safeguarding policy, code of conduct, regulations and policies of the school and its commitment to equal opportunities

#### Office duties:

- Handle incoming mail, ensuring appropriate distribution
- Handle outgoing mail, franking and posting, maintaining records of postage
- Ensure supply of and maintain stationery and office supplies

- Maintain records / files / databases, inputting and retrieving information
- Notification of absences to appropriate department
- Undertake word processing, generating standard letters
- Take minutes of meetings
- Administer late and pass-out slips to students
- Lock all filing cabinets and ensure safe storage of keys

This job description sets out the duties and responsibilities of the post at the time it was drawn up.

Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all children and young people.





## Person Specification

<b>Job Title:</b>	Apprentice Receptionist
<b>Reports to:</b>	Cover Manager

**The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all staff, children and young people and to be committed to promoting diversity and inclusion.**

SPECIFICATION	ESSENTIAL	DESIRABLE
<b>Qualifications/ Training</b>	Educated to at least GCSE 4 or higher, in English and Maths to be able to write routine letters, take minutes, work with databases and maintain records	
<b>Experience</b>	<p>Good standard of written and spoken English</p> <p>Confident in the use of excel, word &amp; outlook</p> <p>Be able to communicate with a wide range of people – staff, pupils, parents, contractors &amp; visitors</p> <p>Team player with the ability to work on own initiative</p> <p>Ability to work efficiently</p> <p>Have a good telephone manner</p>	Current DSL certificate
<b>Knowledge/Skills (Ability to)</b>	<p>Able to communicate and exchange information, verbally and in writing, with a range of audiences</p> <p>Good knowledge of the school, its organisation, activities and policies or the ability to gain that knowledge</p> <p>Can undertake straightforward calculations, maintain records and read and write messages and instructions</p>	<p>SIMS</p> <p>Edulink</p> <p>Google Drive</p> <p>CPOMS</p>

	<p>Competent in use of software and office equipment. Can operate a computer and have sound word processing skills</p> <p>Able to undertake routine work or work within established procedures but without close supervision</p> <p>Can solve straightforward problems</p> <p>Able to make some decisions involving the use of judgement</p> <p>Can maintain confidentiality at all times – recognises privileged position with access to pupil, parent and staff information. Understands the need for professional relationships within the school</p> <p>Good organisational skills</p> <p>Be able to stay calm and (on occasion) deal with difficult or aggressive visitors</p>	
<p><b>Personal Qualities</b></p>	<p>Calm and confident</p> <p>Flexible and adapt to changes and new technology</p> <p>Reliable with good time management skills</p> <p>Professional and confident</p> <p>A positive and flexible attitude</p> <p>Excellent attendance and punctuality</p> <p>Commitment to and evidence of promoting all areas of safeguarding, pupil welfare, and health and safety at work</p>	

**All posts within TLET are subject to pre-employment and vetting checks, including reference checking and enhanced disclosures checks with the Disclosure and Barring Service (DBS).**