



St Michael's Church of England High School  
*A Church of England Academy*

*Growing in Body, Mind and Spirit*

## Reception and Administration Support Officer



## Candidate Information

# Welcome

Thank you for your interest in the position of Reception and Administration Support Officer currently being advertised at St Michael's CE High School, a Church of England Academy.

## Our Vision and Christian Ethos

### ST MICHAEL'S CHURCH OF ENGLAND HIGH SCHOOL

#### A BRIEF SUMMARY OF OUR CHRISTIAN VISION




Our motto is **'Therefore choose [life]'** from Deuteronomy.

We understand this to mean growing in **body, mind and spirit**, so that all who learn and work here may **flourish**, experiencing the joy and hope of **'Life in all its fullness'**.

This is further explained in our Mission Statement,

*'As a vibrant learning community  
we choose to serve God,  
pursue excellence  
and celebrate the uniqueness of each individual.'*

We aim to achieve this mission through a Christian learning experience which focuses on opportunities for growth in body, mind and spirit:-

 <p>BODY</p>	The safety, happiness and wellbeing of pupils is paramount. At St Michael's it's not just that 'every child matter's' but more crucially, that they know that they matter.
 <p>MIND</p>	High expectations and aspirations in all areas of school life create a disciplined and ordered learning environment. Our ambitious, knowledge rich and carefully sequenced curriculum, combined with evidence informed pedagogical approaches, creativity and enthusiasm help to engender a life-long zest for learning and secure excellent pupil outcomes.
 <p>SPIRIT</p>	Pupils are supported to find for themselves the person that they aspire to be, the person that God wants them to be and really experience the joy and hope of 'life in all its fullness'. (John 10:10)

We hope that through opportunities to grow in body, mind and spirit our young people and staff will flourish.

As a thriving, oversubscribed Church of England Academy within the Diocese of Blackburn, our values are rooted in the Christian faith. Serving God, pursuing excellence and celebrating the uniqueness of each individual are at the heart of our distinctive ethos. We create and sustain our caring Christian community by encouraging positive supporting relationships based on Christian values and striking a genuine balance between the highest academic standards and opportunities for personal development and spiritual growth.

Worship is at the heart of our school life and is led by various staff, the Christian Youth Worker and/or pupils, with occasional support from local clergy or visitors. The school Chapel Choir (Hughes Tutorial) and the use of The Arts help to create a contemporary vibrant experience. Each day begins with a year group worship, assemblies and school prayers. In addition, we hold Eucharist services in the school chapel throughout the year both at the start of the day and at lunchtimes during Advent and Lent. These services are led by various members of the local clergy who are always willing to support the school.

The chapel in the magnificent Armstrong Centre is also used for staff prayers and reflections. We hope that the school's distinctive Christian ethos shines through in all aspects of our life and work here. Our belief and vision at St Michael's is based on a shared understanding that education is about much more than qualifications and success in pupil outcomes, as essential as they are. Educating for Spiritual growth acknowledges that we should focus on more than the development of a physical body and mind and embrace the opportunity to reach into the heart and soul of our young people too. This growth cannot be measured in league tables or statistics, although academic success might be the visible fruit of this growth.

## Pupil Outcomes

We are a high achieving school committed to the pursuit of academic excellence, with 89.8% of pupils achieving 5 or more standard passes (9-4) including English and Mathematics and 73.5% at grade 9-5 including English and Mathematics in 2024. Attainment 8 is 59.4 and the Progress 8 is 0.59 (provisional).

The school is consistently in the top 10% of non-selective schools nationally for pupil attainment and the top 20% for progress. (SSAT)

Although these high academic standards have been sustained for many years there is no sense of complacency. We are confident that our pupils are provided with a rigorous and productive learning environment where they are both challenged and supported. Pupils who leave St Michael's are confident, articulate, resilient and well prepared for college, university, apprenticeships and their next steps. Details of our curriculum offer is available on the website.

## Personal Development

All staff take responsibility for behaviour and wellbeing around school on a day-to-day basis and model the qualities and Christian values we believe are important for children and adults to flourish.

The school has a unique, highly acclaimed and multi-faceted programme of Personal Development. This includes a Character for Life Lesson in Year 7, a planned assembly programme, fully resourced and planned programme of Living Education led by tutors, (PSHEE) and a highly acclaimed Curriculum Enrichment Programme in Year 9 which facilitates extensive

links with organisations in the local community and provides all of our young people the opportunity to achieve the Duke of Edinburgh Bronze Award.

The school has recently been re accredited with the Holocaust Beacon Award (April 2024) and the RE Quality Mark Gold (2023).

We have numerous pupil leadership roles within school and an active social action committee. Each year group is usually linked to a particular charity. However, for the last two years we have embarked on a whole school project raising over £65,000 for our Zambia '24 Appeal. There is an extensive array of wider-curricular activities. Our biennial school production is always a truly uplifting, inspirational experience and our trophy cabinet is testament to the school's excellent success in numerous sports.

## Staff

The team of staff at St Michael's is exceptional and fully committed to enabling every young person in our community to flourish and embrace the myriad of opportunities available. All staff teach their subject specialism and have been supported in enhancing their practice through research informed pedagogical approaches to learning and teaching. Outstanding care and support is provided to pupils and staff in line with our Christian ethos. The large number of support staff are also an essential part of 'Team St Michael's' in helping to secure our vision and high expectations.

The school provides an excellent professional development programme, combining in-house whole school training, specialised training appropriate to career stage, in addition to external courses and conferences. The school is currently offering the NPQSL (FLEX) in partnership with The Church of England and has over 20 staff following various NPQs all with The Church of England. The school really does benefit from the commitment and dedication of its highly skilled staff and leadership team.

I hope the information provided on our website gives you a clear flavour of our ethos, of what to expect at St Michael's and also helps you to prepare for the application process.

I look forward to receiving your application.



Mrs Rachel Rongong  
Headteacher

# Letter from the Chair of Governors



Thank you for requesting details for the post of Reception and Administration Support Officer at St Michael's Church of England High School.

An extensive range of information about the school is available on the website. However, the governors are proud to emphasise the 'excellent' SIAMS inspection in November 2018, our super Ofsted report, November 2022 and our Holocaust Beacon School status (renewed April 2024). These were achieved by a whole school community approach of teachers, support staff, pupils, parents/carers and governors working together.

The strong academic, sport, and performing arts record is supported by the active Christian ethos apparent throughout the school; providing the opportunity for pupils to grow in body, mind and spirit. Staff focus on continually raising attainment, encouraged by inspiring, experienced, forward-thinking leadership and management.

Thank you for your interest and I look forward to hearing from you.

Yours sincerely  
*Mr C M Metcalfe*  
Chair of Governors



# Letter from the Head Girl and Head Boy

We really appreciate your interest in the role of Reception and Administration Support Officer at our school. St Michael's is a fantastic school with exceptionally high standards, allowing pupils to develop both academically, physically, socially and spiritually.

'Team St Michael's' is a phrase used regularly within our school life. The 'team' encompasses parents/carers, pupils, staff and governors, who all work closely together allowing pupils to flourish. This 'team' helps create a strong pupil teacher relationship based on mutual respect and a sense of Koinonia. Exceptional examination results already demonstrate that this is in place.

Christianity is at the heart of all that happens at St Michael's. 'Growing in body, mind and spirit' is the school's philosophy. At St Michael's, pupils' faith in Christianity is developed and encouraged. Each year group has a weekly worship, tutorial worship and prayers every morning and Christian values are embedded within lessons, helping to produce a supportive, compassionate environment.

St Michael's really is a fantastic place to learn. Pupils experience engaging and productive lessons, which challenge and support us.

'Celebrating the uniqueness of each individual' is another key focus, which is already well integrated into school life. We hope the member of staff appointed will be passionate and enthusiastic and willing to go the extra mile to support us in all that we do.

Yours sincerely  
Bronnie and Ewan  
(Head Girl and Head Boy 2024-25)





# Application Process and Information

Reception and Administration Support Officer

Closing Date for Applications: Monday 22 January 2025

Interviews: Week Commencing Monday 27 January 2025

Start Date: As soon as possible

Applicants are asked to provide a fully completed application form and a supporting letter (no longer than 2 sides of A4 in length in Arial point 12) that clearly sets out how your experience to date prepares you for the advertised post (with reference to the job description and person specification).

Applications should be returned by email to: [vacancies@saint-michaels.lancs.sch.uk](mailto:vacancies@saint-michaels.lancs.sch.uk) by **9.00am on Monday 22 January 2025**.

Applicants will be asked to produce original certificates for all education qualifications stated in the application form prior to the appointment being confirmed. All appropriate safeguarding and attendance at work checks will be requested.







# Person Specification

## Reception and Administration Support Officer

The applicant will be required to safeguard and promote the welfare of children and young people and be faithful to the trust deed.

**Note:** Candidates failing to meet any of the essential criteria will automatically be excluded.

### Section A Qualifications, Experience and Professional Development

<b>Training and Qualifications</b>		
5 GCSEs at C or above or equivalent (eg Level 2 qualification), including Maths and English	E	A
Educated to GCE A level or equivalent	D	A
First Aider (or willingness to complete training)	E	A
<b>Professional Development and Experience</b>		
Experience of carrying out administrative tasks	E	A/I
Experience of working with visitors both on the telephone and face to face	E	A/I
Working and collaborating with a team	E	A/I
Experience of working with children or young people	D	A/I
Experience of working on Microsoft and other ICT packages	E	A/I

### Section B: Professional Knowledge, Skills and Understanding

Ability to operate at a level of understanding and competence equivalent to NVQ Level 2 standard	E	A/I
Ability to build effective working relationships with colleagues	E	A/I
Good oral and written communication skills	E	A/I
Ability to respond quickly and effectively to matters that may arise	E	A/I
Ability to use own initiative and respond accordingly	E	A/I
Time management and organisational skills	E	A/I
Ability to plan, organise and prioritise tasks	E	A/I
Knowledge of the concept of confidentiality	E	A/I
Administrative skills	E	A/I
Ability to use relevant technology	E	A/I
Flexible attitude to work	E	A/I
Commitment to undertake in-service training	E	A/I
Commitment to safeguarding and protecting the welfare of children and young people		
Ability to demonstrate a commitment to the Equal Opportunities policies in practical terms in the context of service delivery, employment issues and commitment to customer care practices	E	I

## Section C Personal Skills and Attributes

Fully supportive of the Christian ethos of the school	E	A/I
Commitment to equality and diversity	E	I
Commitment to health and safety	E	I
Enhanced DBS Disclosure will be required	E	A/I
Ability to maintain confidentiality and discretion at all times.	E	A/I
Driving licence and car	D	A
Smart appearance in accordance with the school dress code	E	I

## Section D: Confidential References and Reports

Positive and supportive faith reference from the priest/minister where the applicant regularly worships	D	R
Positive recommendation from all referees, including current employer	E	R

### KEY

E = Essential

D = Desirable

A = Application

I = Interview

R = References

The successful candidates will work at times under the direction of the SENCO using their excellent interpersonal skills to support vulnerable or challenging pupils. They will be joining a highly dedicated, committed and effective team in providing excellent learning support for pupils, to help us continue to raise standards, achievement and enhance wellbeing. The ability to deal with sensitive and confidential issues and to relate well to young people, parents and carers and staff are essential for this role.

The role and responsibilities may evolve over time in accordance with the grade of the post. As a vibrant and successful school there are many demands on time, so flexibility and the ability to work under pressure are essential skills for this post; although you will benefit from working alongside supportive colleagues in a well-established associate staff team.

This post will involve occasional evening work in support of school events/meetings such as Parent Consultation Evenings, Open Evening, School Improvement meetings, Pupil Manager meetings.



# Job Description

## Reception and Administration Support Officer

**Line Manager:** Mrs L Lever, Director of Operations & Exams Officer

Our mission statement:

*As a vibrant learning community we choose to  
Serve God  
Pursue Excellence  
and  
Celebrate the uniqueness of each individual*

### **Main Purpose**

Working independently but under the direct supervision of the Director of Operations and Exams Officer, you will work on a varied range of tasks providing general administrative/clerical/financial and organisational processes for the school.

This role will predominately include Reception duties such as taking calls, welcoming visitors, responding to enquiries. As initial point of contact for parents/carers, visitors and other stakeholders, you will be an ambassador for the school, providing general advice and guidance whilst promoting the school's values and vision.

The role will also include producing resources or information for staff and providing reprographic support. There may be a requirement to deal with correspondence or enquiries for members of staff and the co-ordinating administrative/clerical activities.

### **Key duties:**

#### **Reception and Administrative Support**

- As initial point of contact, provide a professional service and welcome to all stakeholders, ensuring safeguarding and safety procedures are followed
- Be first line contact for parents contacting school. Acting as gatekeeper, respond to queries and enquiries in the most effective way and following school procedures. Providing support when required, sending correspondence, letters and contract broadcast messages as requested by Middle or Senior Managers.
- Greet visitors and ensuring they sign in and out using the school software.
- Oversee the meeting room bookings
- Support outside agencies with pupils attending meetings
- Provide general welfare support where required including liaison with staff and/or parents.
- Liaise with the wellbeing staff to ensure safeguarding/DBS checks are in place for visitors to school who are meeting pupils unsupervised.
- Provide routine administrative tasks as required e.g. filing, photocopying, general work processing, routine reprographics including laminating, organising office resources, email and associated administration.
- Support and provide reprographic services when required
- Maintain stock levels and prepare orders for resources.
- Use school software, maintain and update management information systems, input or extract information as required.
- Provide general administrative and clerical support to curriculum areas and wider school support including calendared events, providing clerical service, organising resources, display work and checking stock.

- Provide business administrative and clerical support such as physical or electronic production of reports, forms, certificates etc.
- Assist and support the SLT Link and the Personnel & Cover Manager with the organisation of Consultation Evenings and other school events.
- Undertake routine correspondence, including receiving and distributing incoming mail/record and post outgoing mail.
- Provide hospitality support for external visitors and meetings.
- Prepare for meetings in advance and support during meetings as required. May be asked to take notes at meetings as required.
- Production of resources or general administrative support as required for SLT.
- Support with pupil uniform, equipment and lost property
- As a member of the administration team, you may be asked to cover other administration/ clerical / financial support areas across school including pupil reception.

### **Hospitality / meeting preparation**

- Liaise with the Personnel and Cover Manager to provide refreshments and hospitality for guests of the Headteacher and meetings in school e.g. School Management, School Improvement, Learning and Teaching Meetings.
- Provide support in preparation for Consultation Evenings
- Support the requirements of various events in liaison with Director of Operations & Exams Officer

### **Calendar**

- Assist the Personnel and Cover Manager with an efficient and effective update and distribution of the school calendar ensuring the synchronisation of the website and internal calendars.

### **Attendance Officer (support if required to cover any absences)**

Support the Attendance Officer in:

- Administration of the SIMS / Synergy attendance system, checking pupils are registered accurately and reasons for absence are recorded, liaising with staff, parents and external agencies where necessary.
- Identifying truancy absence through first day absence calls.
- Updating the systems with information regarding pupil attendance and produce attendance data for PM meetings, daily absence lists, year group absence reports etc.
- Liaising with Pupil Engagement Coordinator: Wellbeing, and Pupil Managers.
- Administration of pupil holiday request system.

### **Basic First Aid**

- Must be First aid trained or willing to undertake necessary training to be a designated first aider
- Assist in the arrangements for collection of children as required.

### **General**

- Work within school policies, procedures and GDPR guidelines.
- Support the school's Christian Ethos.
- Support the promotion of positive relationships with staff, pupils, parents and outside agencies.
- The school expects flexibility within the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that is not specified in the job profile, but which is within the remit of the duties and responsibilities
- Support equal opportunities and compliance with the equalities act.
- Be responsible for the health and safety of themselves and others in accordance with the health and safety policy.
- Attend training and participate in CPD as required.

**Note: In addition, other duties at the same responsibility level may be interchanged with/added to this job description.**

**The applicant will be required to safeguard and promote the welfare of children and young people.**

This job description forms part of the contract of employment of the person appointed to the post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future.





Therefore, choose

St Michael's C.E. High School  
A Church of England Academy  
Chorley  
Lancashire  
PR7 1RS  
[www.saint-michaels.com](http://www.saint-michaels.com)