



## Front of House Manager

### Background

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Since its opening in 2003 as the second 11-19 school in the, now six-strong, Emmanuel Schools Foundation, The King's Academy has made exceptional provision for students in Coulby Newham and the surrounding areas of south Middlesbrough. The vision of the Emmanuel Schools Foundation is to provide excellence in academic achievement for students of all abilities within a biblical Christian framework that allows for personal, spiritual, moral and social development. Our provision is fully inclusive with a highly diverse intake, valuing all students and staff equally. Students and staff are encouraged to develop and achieve their personal best as we seek corporately to embody our core values of honourable purpose, humility, compassion, integrity, accountability, courage and determination in all we do.

Our welcoming, professional and respectful school environment plays an important part in supporting our ethos. For the vast majority of people, the first encounter they have with us is through contact with us via our busy main reception – whether in person, by telephone or by e-mail. The highly visible Front of House Manager role is pivotal to ensuring that a professional, friendly and helpful welcome is consistently offered to staff, students and visitors, the reception environment is maintained to a high standard and an efficient and responsive service is provided to the school community.

We are seeking to attract to the Front of House Manager role from September 2020 someone who is: passionate about and experienced in delivering excellent customer service in a front line role; able to thrive in a busy and highly visible team environment and calmly able to prioritise their actions in response to changing demands; and is excited by the prospect of using their professional skills, knowledge and expertise to support our life changing work with our students and their families.

This is much more than a switchboard operator or telephone handling role, being integral to the smooth and effective running of the Academy day to day. The following are key elements for success in the role:

- Highly competent, credible and resilient front of house professional, who thrives operating in a fast moving and highly visible environment
- Works within the highest levels of integrity and discretion in all they do
- Excellent customer service skills, including a professional, calm and firm telephone manner
- A high degree of organisation and ability to prioritise conflicting, time critical demands and requests

- Strong ability to develop productive relationships with staff and students from across the academy, parents and visitors
- Previous experience in a front of house or senior receptionist role, if possible in a school

The role reports to the Personal Assistant to the Principal and falls within the core administrative support team for the Academy. Each member of the team has the lead for different areas of work, such as pastoral, SEND, early help, attendance, sixth form and academic, but also provide support to one another according to priorities and demands to ensure that high volume or time critical objectives are delivered.

Further details of the requirements for the role are included in the job description and person specification.

### **Terms and conditions for the role**

8am to 5pm with one 30 minute break and two 15 minute breaks (breaks unpaid) during the day. Monday to Friday 40 hours per week. Term Time plus 2 weeks. APT&C9-11. Actual Salary £19,235 - £20,012. 1 year probationary period upon appointment.

### **Timeline for recruitment**

Tuesday 23 June: Role advertised

Tuesday 7 July 9am: Closing date for applications

Wednesday 15 July: Recruitment and assessment day

### **Contact for further information**

All queries about the role should be directed to [recruitment@thekingsacademy.org.uk](mailto:recruitment@thekingsacademy.org.uk) in the first instance.

The King's Academy, Middlesbrough (by North York Moors National Park, and commutable from York, Newcastle, Durham, Ripon, Richmond, Thirsk)

- Distinct Christian ethos, with highly diverse intake
- Strong track record of students' achievement at all stages
- Excellent student behaviour throughout the Academy
- Focus on 'character first' education
- Expanding Sixth Form
- Unique inclusion policy: specialist provision for visual and hearing impairment and higher learning needs
- Superb opportunities for CPD and rapid career progression

The King's Academy takes its responsibility for safeguarding children very seriously and successful applications will be subject to an Enhanced Disclosure via the DBS, along with standard pre-employment safeguarding checks.





## Front of House Manager

### Job Description

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The main duties of the role are:

#### Welcoming and managing visitors to the Academy

- Providing our many visitors to the Academy with a professional, friendly welcome which puts them at their ease and provides a highly positive first impression of the Academy and its work
- Maintaining a welcoming, professional environment in the reception area which reflects our ethos
- Ensuring that all visitors to the Academy are registered using our electronic sign-in system (Inventry), the required safeguarding checks are completed, their presence is notified to the recipient member of staff on a timely basis and they are signed out on departure
- Ensuring that the full capabilities of the electronic sign-in system are being used to bring maximum efficiency to operations
- Controlling access to the school building via the main reception entrance
- Receiving parcels and deliveries and notifying the facilities team for distribution

#### Handling telephone calls and electronic communications

- Expert handling of incoming telephone calls to the Academy, ensuring that callers needs are dealt with efficiently, sensitively, appropriately and completely - either by routing to the correct member of staff, acting as a gatekeeper when needed or taking a message for onward transmission
- Efficient and timely processing of electronic messages sent to the Academy, with courteous responses provided where needed and effective onward distribution to the correct member of staff
- Where needed, to follow up on calls/messages passed on to ensure that staff have responded in a timely manner
- Ensuring that the capabilities of our new telephone system (being installed summer 2020) are exploited to bring maximum efficiency to operations

## **School operations**

- Controlling the admission and departure of students who arrive or depart during the school day, ensuring that records are updated and notifications are made accurately and on a timely basis so that safeguarding requirements are met
- Receiving 'first call' requests for support from classrooms and ensuring that these are transmitted to the senior leader on duty on a timely basis and are actioned
- Receiving requests for first aid and ensuring these are transmitted to the relevant members of staff on a timely basis and are actioned
- Using the tannoy system to professionally communicate whole school and other messages and requests for action at key points during the school day e.g. detention reminders, alterations to the daily schedule, notification of meetings etc
- In a fire drill or emergency evacuation situation, acting as the lead administrator, ensuring that the necessary equipment and information is available when needed to the senior leader who is in charge of the evacuation process e.g. class lists and registers, visitor and staff information
- Assisting as needed when students and staff need to be located or cover for any unexpected absences in classrooms needs to be found

## **Communications**

- Using the Academy's social media accounts and electronic communications to enhance the reputation of the Academy by showcasing our work and conveying important and/ or urgent messages to parents
- Producing a high quality, fortnightly, electronic newsletter which showcases the work of the Academy to parents, the local community and key stakeholders

## **General**

- In quieter times and when required, provide administrative support to the wider support team to help them deliver their priorities and projects
- Any other reasonable duties as required by the Principal

## **Reporting arrangements**

- Reports to the Personal Assistant to the Principal
- No direct reports



## Front of House Manager

### Person Specification

	CRITERIA	Essential / Desirable
<b>Personal Qualities</b>	Strongly self-motivated and personally resilient, being able to thrive in a busy and visible working environment	E
	Exceptional levels of personal integrity, discretion and confidentiality, honesty, reliability and self-awareness	E
	Conscientious and diligent work ethic	E
	Exacting standards, with high levels of attention to detail and accuracy	E
	Commitment to the Academy's Christian ethos and educational purpose, underpinned by a clear moral compass, instinct and intuition	E
	Takes pride in personal appearance and able to be a commanding but friendly presence, as befitting such a highly visible public representative of our institution	E
	Flexibility, on occasions and within reason, in approach to working hours with a willingness to take a 'hands-on' role as necessary in order to ensure objectives are delivered and to be adaptable to new situations and working processes	E
	Enthusiastic and positive attitude with a desire to look for and implement solutions to problems and issues	E
<b>Professional Experience</b>	2+ years providing excellent customer service in a visible, public facing professional customer service role, including face to face and telephone contact with members of the public and customers	E
	Working within a busy school environment for at least 2 years or willingness and ability to quickly learn about and understand school operations	D
<b>Qualifications, Learning and Knowledge</b>	5 GCSEs or equivalent A*-C, including Maths and English at C or higher with excellent levels of literacy and numeracy	E
	Higher level vocational or professional qualifications relevant to the role e.g. business administration, customer service	E
	An understanding of how the core principles of Data Protection, Safeguarding and Confidentiality impact upon role and act accordingly (full training provided in role)	D
	Evidence of learning beyond the workplace	D

<b>Skills – communication and customer service</b>	Able to build effective working relationships across the wide and varied staff body –from the chair of governors to occasional support staff – and with students, including those with additional needs	E
	Friendly, clear and professional manner in telephone and electronic communications	E
	Firm but tactful and diplomatic approach in dealing with enquiries and issues, having a high level of emotional intelligence and empathy and being able to assess and defuse confrontational situations	E
	Ability to put together a high quality, fortnightly newsletter which showcases the work of the Academy to parents, the local community and key stakeholders – combining good written communication and IT skills with a flair for creating attractive visual communications	D
<b>Skills - general</b>	Ability to work under sustained pressure, prioritising workload demands to meet specified deadlines, in a situation with frequent interruptions	E
	Ability to plan, organise and prioritise effectively	E
	Strong intellect which enables you to deal with a large volume of concurrent issues and situations	E
	Confident and proactive in being able to suggest improvements to ways of working to become more efficient and able to follow through on implementation, securing the necessary support from key stakeholders	E
<b>Skills – IT and technical</b>	High level of competency in using Microsoft Office applications (esp. Word, Excel, Outlook)	E
	Ability to effectively use automated telephone switchboards	E
	Ability to create, edit and use databases and educational management information systems (e.g. Bromcom, Invenry)	E
	Good level of competency in using Microsoft Publisher (or willingness and aptitude to be trained)	D