



Customer Service Administrator

June 2022

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Dear Applicant,

Thank you for your interest in the post of Customer Service Administrator at Christ Church Church of England Academy. This is a part time post working 21 hours per week over 3 days. I would like to take this opportunity to tell you a little about our school. Christ Church Academy is a one form entry school for pupils aged 3 to 11 years. We are part of the Bradford Diocese Academies Trust (BDAT) and serve the community of Shipley in West Yorkshire.

The school became an Academy in August 2013 and in our last Ofsted in April 2022 was judged as GOOD. We have high standards for teaching and learning and are working to ensure that Christ Church Academy is the local school of choice.

Our children enjoy coming to school and are keen to learn. Our staff are passionately committed to ensuring that our pupils achieve and they have high expectations for the children and for themselves. Many of our pupils are vulnerable in terms of their socio economic background and it is vital that their primary school experience is of a high quality and has a positive impact on their future life chances.

The role of the Customer Service Administrator is central to our front of house/reception team. The successful candidate will build strong working relationships with colleagues. They will be passionate about maintaining high standards of customer service to support the smooth running of the school.

Kind regards,

Philippa Foster

Headteacher



Customer Service Administrator (Part time)

Required ASAP

Pay level Band 5 SCP 4-6

Salary £19264-£20043 (full time equivalent)

Actual starting salary £9118.64 (depending on experience)

(21 hrs p/w term time only, 38 weeks)



Christ Church Academy is a one form entry primary academy situated above Shipley with fantastic views across the valley and the UNESCO world heritage site at Saltaire. Our Nurture and Nurture+ provisions support pupils with SEMH needs.

We are looking for a person who:

- wants to make a difference and ensure positive outcomes for children
- Is a strong team player
- has excellent literacy and numeracy skills
- can use their initiative and have high expectations
- has good interpersonal skills
- is enthusiastic and keen to join a hard working team
- is willing to supervise pupils over their lunch time periods
- Displays outstanding customer service skills

We can offer:

- The opportunity to be part of BDAT and work with schools and colleagues across the trust for career progression
- children who are keen to fulfil their potential
- a positive and friendly working environment
- a commitment to staff professional development

Please contact the school office if you wish to discuss the opportunities further on 01274 410349. Applications can be made on our application form which should be submitted via e – mail to admin@cca.bdat-academies.org

Christ Church Academy is committed to safeguarding and promoting the welfare of our pupils and expect all staff and volunteers to share this commitment. All staff are subject to an enhanced DBS check which will form a condition of any employment offer.

Application Closing Date:

Shortlisting:

Interviews:



Working with BDAT



Bradford Diocesan Academies Trust recognises that if our schools are to succeed, our teachers and school staff are our most valuable asset. We work hard to be the education employer of choice in Bradford. We do this by:

- Recruiting the highest calibre of teachers who share our aspiration and ambitions for our students to succeed;
- Developing our teams by talent spotting and rewarding our next generation of leaders
- Making sure BDAT is a good place to work so that we retain and grow the expertise of our people.

The BDAT Employee Pledge

Bradford Diocesan Academies Trust recognises that if our schools are to succeed, **our teachers and school staff** are our most valuable asset. As such we work hard to be an employer and the schools of choice in Bradford.

We do this by:

- Relentlessly only **recruiting** the highest calibre of teachers who share our aspiration and ambitions for our pupils to succeed.
- Developing our teams by **talent spotting** and **rewarding** our next generation of leaders.
- Making sure BDAT is a good place to work so that **retain and grow** the expertise and skills of our people.

Keep reading to find out more about our employee pledge which sets out what you can expect from us

We will offer you:

- Work in a value driven, student centred organisation where every child is supported to reach their academic potential and accomplish their individual goals. <http://www.bdat-academies.org/about-us/bdat-mission-statement/>
- The prospect of working for an increasingly successful and growing Trust which is committed to providing high quality education for all of its students and to be the schools of choice. www.bdat-academies.org
- A separate annual career development discussion with a senior leader resulting in a bespoke career development plan in addition to Performance Management.
- Ongoing assistance in developing your 'craft' of teaching.
- Assistance with career progression both within and outside the Trust.
- A competitive employees' benefit scheme <http://www.bdat-academies.org/about-us/employee-benefit-scheme/>



We will provide you with

- The opportunity to be part of BDAT and work with schools and colleagues across the trust for career progression
- a positive and friendly working environment
- a commitment to staff professional development
- Work with like-minded subject colleagues from the other Trust schools.
- Shadow colleagues both within the school and across BDAT.
- A comprehensive development plan to assist you in your new role.

In return we expect you:

To Model

- The values of BDAT and your school at all times.
- Professional behaviours at all times.

To Be

- A consistently good member of the team on a day to day basis.
- Committed to ongoing professional development.
- A team player and to adopt a 'can do' attitude.

To

- Place safeguarding of students at the heart of the work.
- Engage in constructive professional dialogue, giving and listening to feedback.
- Contribute to the development of students and staff.

Want to find out more?

If you want the chance to join a Trust committed to developing the very best teachers and school staff in Bradford and if you like the sound of BDAT, our values, and the opportunities we can offer you:

- Check out our latest vacancies on www.bdat-academies.org/vacancies
- Follow us on twitter: [#wearebdat](https://twitter.com/wearebdat)

Thank you for taking the time to read this information

In And Around Shipley

Shipley is an old market town and it retains a strong sense of identity. It still has its weekly market, though the market place itself has been rebuilt and is surrounded by modern shops. The adjacent library, health centre and swimming pool are also of recent origin.

Situated as it is on the Aire Valley, it has excellent rail and road links not only to the university cities of Bradford and Leeds (with their theatres, museums, restaurants and shops) but also to Ilkley (with its famous moor), Haworth and the Bronte country and, via the Settle-Carlisle railway, to the more distant Dales and the Lake District. The Leeds/Liverpool canal takes you across to the other side of the Pennines and Leeds/Bradford airport connects to the four corners of the globe.



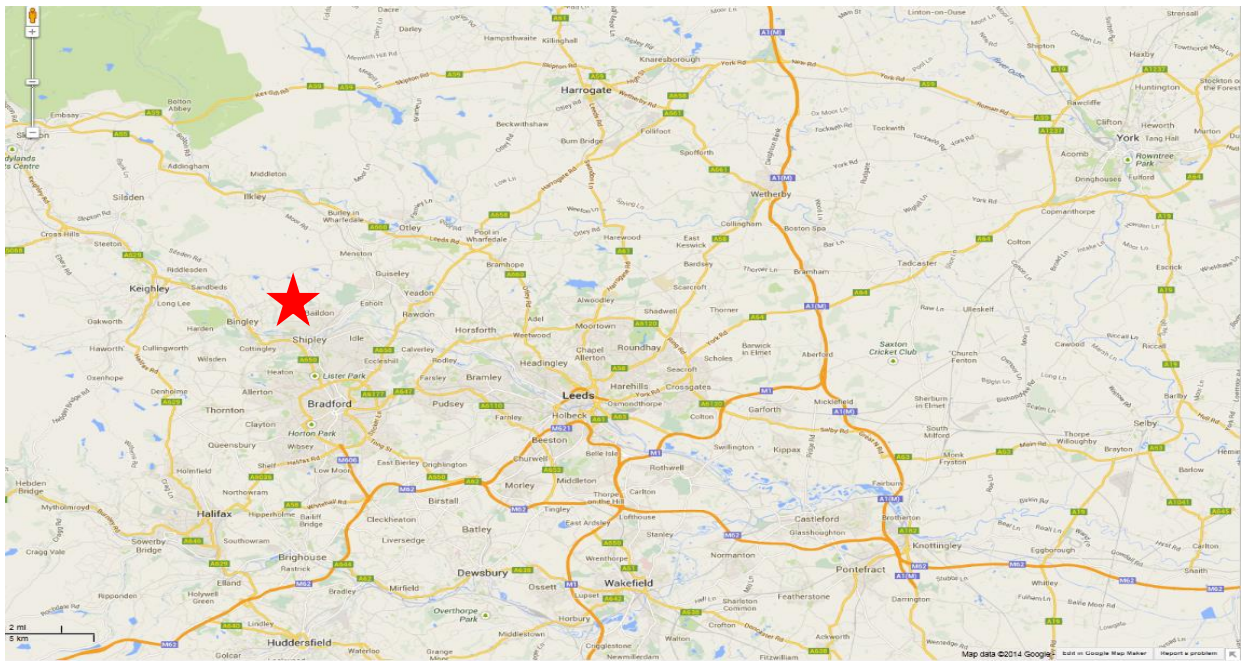
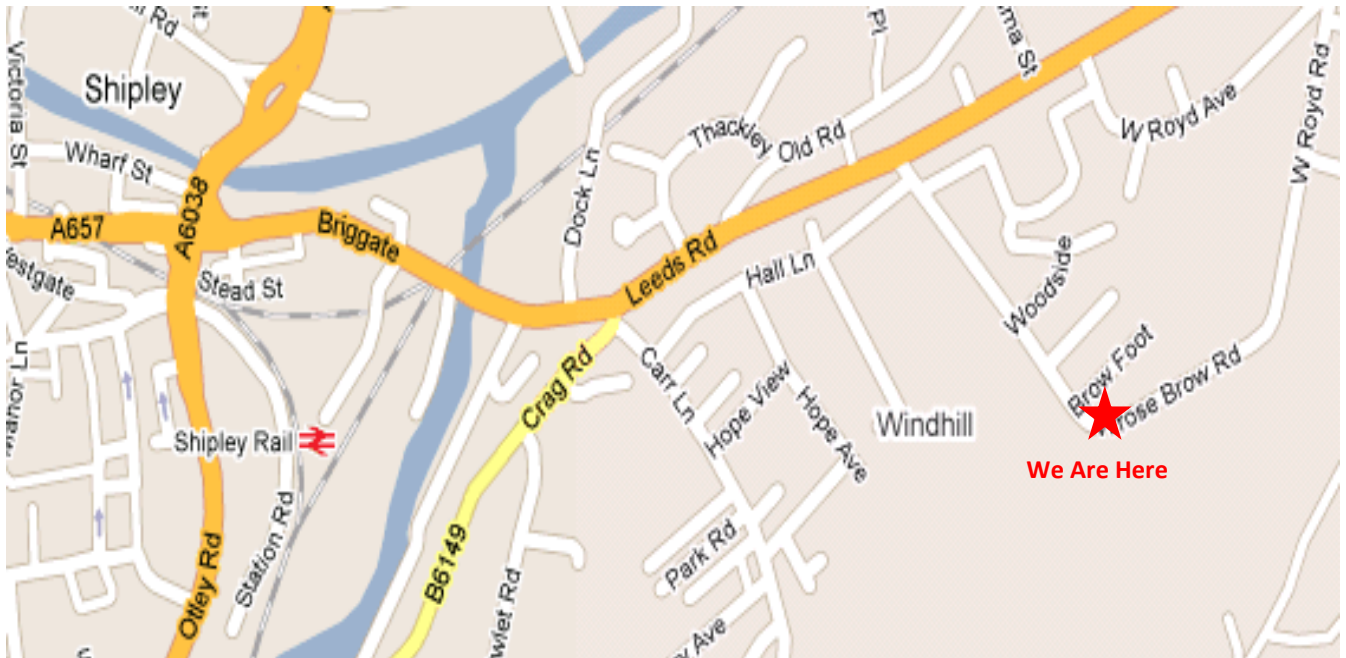
Shipley's immediate neighbour is the UNESCO World Heritage Site of Saltaire, a model village built in the 19th century by the mill-owner Titus Salt to house his workers. The impressive mill buildings no longer produce textiles but have been converted into offices, shops, a restaurant, and the 1853 Gallery, which holds a large collection of the works of Bradfordian David Hockney. Most of the original community buildings are now occupied by Shipley College.

Over the bridge across the river is another remnant of the Victorian era, the Shipley Glen Tramway, built to carry people up to the village of Baildon and now operated by volunteers as a tourist attraction. It leads onto Baildon moor and the stone circle known as Soldier's Trench, which is thought to date from the Bronze Age.



Shipley is a pleasant place to live and work, with housing of all descriptions and access to every kind of sporting and leisure activity.

How to find us



Christ Church Academy

Wrose Brow Road, Shipley, BD18 2NT

Tel: 01274 410349

OUTLINE JOB DESCRIPTION

SUMMARY OF MAIN DUTIES / RESPONSIBILITIES

Job Title: Reception / Customer Service Administrator

Job Purpose:

To manage the Christ Church Academy reception and to fulfil appropriate administrative duties in a professional manner to promote Christ Church Academy by providing a welcoming and efficient first point of contact on behalf of the organisation, and to provide administrative support to ensure the smooth running of the general office.

Main Duties / Responsibilities

GENERAL DUTIES – undertake a wide variety of duties including, but not limited to the following:

- Act as the front of house and communicate with pupils, staff, parents and visitors in a friendly and welcoming manner, addressing all queries and concerns appropriately.
- Answer the phone and handle any queries appropriately.
- Be a point of contact for parental complaints and, if they cannot be easily resolved, pass these complaints on to the relevant member of staff, eg. the headteacher.
- Keep a record of pupils and visitors entering and departing the school during the day.
- Ensure security protocols, e.g., wearing a name badge, are communicated to and understood by all visitors at the school.
- Ensure the office and reception area is welcoming and tidy.
- Maintain strict safeguarding procedures to keep children safe. Maintain confidentiality and data protection when handling potentially sensitive tasks.
- A wide range of administration duties

ADMINISTRATION

- Provide general administrative support eg. photocopying, filing, distributing mail, dealing with emails etc.
- Update and maintain SIMS. Check registers, process admissions and leavers and complete censuses
- Check classroom registers and follow the school's pupil absence management procedures, where necessary, e.g., phoning parents
- Maintain manual and computerised records/management information systems e.g., staff files
- Process purchase orders, obtain quotes, place orders with suppliers and accept deliveries, and ensure that accurate records are kept and purchasing procedures are followed.

- Maintain all school policies ensuring they are up to date.
- Keep the school calendar up to date so that any enquiries can be answered quickly and accurately. Communicate details to staff, and schedule appointments for staff and pupils
- Maintain staff training records and book training courses
- Provide data and documentation for staff and outside agencies
- Liaising with a variety of agencies and people such as DofE, social workers, governors, nurses, cooks and other BDAT staff
- Help arrange parents evenings and open days, and arrange parent visits to school
- Assist with maintaining the school website, as directed by the office manager and SBM.
- Assist with the organisation of school trips, e.g., finding venues and contacting transport companies, paying invoices, and charging parents.

PERSONAL SPECIFICATION

Desired skills

- This is a very busy office environment. Candidates must be able to manage their time effectively to complete tasks, prioritising workload as necessary.
- Have a calm, professional and friendly approach, and be able to work well under pressure
- Demonstrate excellent standards of numeracy and literacy.
- Excellent computer skills, including Microsoft Outlook, Word and Excel. Experience of SIMS and ParentPay would be an advantage.
- Hold, or be predicted to obtain, GCSE grades in Maths and English.
- Willing and able to complete all learning and assessment requirements of the qualification framework.
- Able to communicate with, and establish good working relationships with staff, pupils, parents, and outside agencies.
- Able and willing to comply with all school policies and procedures relating to child protection, equality, diversity, health, safety, security, confidentiality, and data protection.
- Have a neat and organised approach to work, with high standards of accuracy and attention to detail.

Personal qualities

- Be flexible and willing to undertake a variety of tasks around the school as required.
- Be reliable, with an excellent timekeeping and attendance record.
- Be friendly, personable and, above all, willing to learn.
- Be confident dealing with people both face to face and on the telephone.
- Be motivated and enthusiastic to work with children in a busy school environment.
- Be prepared to professionally represent the school in a positive way, even whilst off duty.
- Be able to work as part of a team and take instruction from others.
- Be capable of showing initiative and working independently.

COMPILED BY:	Philippa Foster
DATE OF ISSUE:	24/6/2022



Selection Process Guidance

Our aim is to ensure that we recruit the right person for the job. We will ensure that the selection process is fair and without discrimination for or against any candidate based on age, ethnicity, sex, marital status, or sexual orientation. The person specification sets out the criteria used to assess candidates through the selection process.

We are committed to safeguarding our pupils and will assess the candidate's suitability for working with children as part of the selection process. We will check the accuracy of all information and investigate any perceived anomalies. We take up references prior to interview and use these to verify the information you have given us. Firm offers of employment are never made without satisfactory references. All potential employees are subject to an enhanced disclosure form the Disclosure and Barring Service.

Applications

Please ensure that all parts of the application are completed. We do not accept CVs as part of the selection process. Please ensure that you demonstrate how your experience and skills make you suitable for the position. Applications can be submitted online, via email or via paper copy.

Shortlisting

We assess all applications against the person specification criteria using the evidence you provide in your application. This is done by a panel of senior staff. We carefully check all applications for anomalies.

Candidates who best meet the person specification will be invited to an interview. We will notify you by telephone with e-mail confirmation to follow. If you have not heard from us within 3 days of the shortlisting date, you have not been successful at this stage.

References

We request references for all candidates who are invited to interview. Requests will be made at the same time that candidates are invited to interview. Your first referee should be your current or last employer.

Interview Day

The interview will consist of a formal interview and selection activities. Questions and activities are designed to allow you to demonstrate your skills and abilities. You will be asked to bring proof of qualifications and identity on the day.

Final Selection

Following the interview process, we will use the person specification as a guide to select the most suitable candidate for our school. We will then telephone each candidate to inform them of the outcome. We will give brief feedback during this telephone conversation.

Offer of Employment

We will make a verbal offer of employment by telephone on the day of the interview and this will be confirmed in writing. Any offer is made subject to:

- References satisfactory to us
- A satisfactory DBS check

- Provision of proof of identity and qualifications

Terms and Conditions

- The employer for this post is the Bradford Diocesan Academies Trust.
- An Enhanced DBS is required for this post.
- The post is subject to a 1 term probationary period.

Time line

Application Closing Date:

Shortlisting:

Interviews: