



# STREATHAM & CLAPHAM HIGH SCHOOL

GDST  
GIRLS' DAY SCHOOL TRUST

## Job Application Information

Part Time Receptionist /  
Administrative Assistant

From April 2024



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# EXECUTIVE SUMMARY

Streatham & Clapham High School (SCHS) seeks to appoint an efficient and welcoming person to be a key member of their Administrative team, greeting all visitors on arrival and contributing to the smooth running of the school.



We are seeking a customer-focused, adaptable Part Time Receptionist / Administrative Assistant with strong interpersonal skills to provide an efficient reception service for the Senior School.

Previous experience of reception duties, excellent communication, good ICT (Outlook and Word) skills and organisational skills are essential. Experience gained within a school environment and knowledge of SIMS would be advantageous.

You will enjoy working closely with people to see tasks through to completion and be prepared to take responsibility and use initiative in key areas.

This position is part time, term-time only, 17.5 hours per week, 3.5 hours per day.

The working hours will be 14:45 to 18:15.

# ABOUT US

We are one of the UK's leading private girls' schools, educating pupils from Nursery through to Sixth Form. Pupils prosper in a vibrant setting that provides challenge and width of opportunity. They thrive on account of the school's family ethos, and draw strength from the school's rich social and cultural mix.

Streatham & Clapham High School is an independent, academically selective school for girls aged 3–18 with over 870 pupils across the Prep and Senior Schools. The Prep School is located in spacious buildings with outstanding facilities in Streatham Hill.

The Senior School inhabits a four-acre site focused on an impressive 1930s building in a delightfully tranquil and leafy oasis of south London. Founded as Brixton High School in 1887 by the Girls' Public Day School Trust, it is one of the Trust's earliest member schools, and we are proud of our heritage and founding principles of breadth, fearlessness, inclusivity, and a focus on developing every individual to achieve their potential, and this is articulated in our motto: Towards Wisdom Unafraid.

SCHS holds true to its founders' mission, and we are proud of our exciting and challenging curriculum, with a commitment to innovative teaching and excellent relationships across the community.

School life embraces a broad range of sporting, artistic, social, and cultural opportunities in an environment specifically created to inculcate the values of independent learning, responsibility for others and the enjoyment of challenge.

The school has first-class facilities, providing an environment that enables pupils to develop their interests and strengths both inside and outside the classroom.

The best outcomes and experiences for the girls are at the heart of all that we do, characterised by a warm, supportive, and positive culture. This helps build pupils' confidence, self-fulfilment, resilience, and happiness.

A richly diverse culture underpins this with kindness, generosity, opportunity, and social responsibility, combining a global outlook with a sense of local belonging.

The School is part of the GDST, the leading network of independent girls' schools in the UK, founded in 1872.

The Head is a member of HMC and GSA. The Head of the Prep School is a member of IAPS. The GDST is a founding member of the International Coalition of Girls' Schools.

For more information, please visit the school website [www.schs.gdst.net](http://www.schs.gdst.net).



# AIMS AND ETHOS

Our vision is to be unrivalled in empowering our young women to discover, nurture and project their unique identities and character. Our purpose is to enable every girl to achieve beyond the bound of expectation on a daily basis, across the spectrum of endeavour.



The school offers its pupils an inspiring, enlightened, and intellectually challenging education in a lively, vibrant, and warmly supportive environment. The school's family ethos enables us to know, value and nurture each pupil as an individual and we are determined that all members of the school community should be inspired to outperform expectations daily.

The pursuit of excellence is the school's defining feature. It nurtures pupils to attain success and self-awareness across the widest spectrum of activity, extending far beyond the 'academic' horizon. The school's pupils, whether very able or late developers, discover their unique identity and achieve beyond the realms of expectation.

Intrinsic to pupils' success are the school's expert and alert pastoral systems. The care extended to all pupils enables them to make outstanding progress, both academically and in their personal development. They mature into confident, accomplished and well-adjusted young women, prepared for the challenges of university education and their future careers, rooted in our core values of kindness, respect, integrity and compassion.

- We nurture, not coerce, excellence
- We are a family, not a factory, school
- We celebrate difference through our diverse community, drawing strength from all that is great about London
- We have an unstinting commitment to innovation; we do not stand still but are trailblazers
- We draw strength from being part of the GDST family of schools, being pioneers in, and the shapers of, girls' education.

# PASTORAL CARE

“Pupils are highly respectful of each other and exhibit qualities which reflect their concern for justice.” ISI Report, 2019



SCHS has a diverse cultural, social, and economic pupil body, forming a key part of its identity and ethos.

Pupils achieve best if they are happy and settled in their social and working relationships, hence the ‘family’ ethos of our school.

Pupils benefit hugely from the outstanding care and support that the school provides which is inclusive and outward-looking, and built upon the three ‘Rs’ of pastoral care: relationships, respect and responsibility.

We help each pupil develop her own strengths with encouragement rather than pressure.

This level of care and personal attention stimulates each of our pupils to make rapid progress. Staff are easily accessible to pupils, providing for an environment in which girls feel warmly supported and valued.

Our comprehensive and bespoke pastoral care, which is rooted in our house system, where girls form excellent relationships across year groups and every stage of their development is expertly nurtured.

# ACADEMIC LIFE

We build a curriculum to fit each girl's needs rather than trying to fit the girls into the curriculum.



SCHS offers a broad, balanced curriculum, where excellent teaching is provided in a supportive and stimulating environment, enabling pupils to equip themselves with the skills and characteristics needed to succeed in today's ever-changing and dynamically global society.

Pupils are encouraged to try new subjects, taking a broad-minded view of learning, and as our pupils advance, they enjoy progressively more independence throughout their secondary education.

Our broad choice enables pupils to nurture and develop their natural talents, but also explore subjects they may have never considered before.

Throughout their education, pupils benefit from subject-specialist teachers who ensure whatever choices they make as they progress through the school, they are individually supported to help them succeed.

The attainment of academic excellence is by itself of little value unless it is accompanied by strong personal growth. Our pupils develop as spirited, well-rounded citizens who embrace the opportunities life offers.

The four-acre site and excellent facilities ensure that the school can provide extensive co-curricular and enrichment opportunities.



# LIFE BEYOND THE CLASSROOM

“Being part of the GDST gives us a competitive opportunity to play with schools from across the country, my most memorable tournament would be winning the GDST hockey rally in Bath.” Fran – Sports Scholar



There has been significant investment in the school's facilities by the GDST, notably a state-of-the-art Sixth Form Centre, innovative and spacious new dining room, and striking new reception.

The drama and performance spaces were refurbished in order to provide state-of-the-art lighting and studio facilities, and the staff room has been redesigned and renovated.

In 2021, the renovation of the library was completed. Most recently, we have built a new sports pavilion and completed the renovation of the Prep School library.



# PUPIL OUTCOMES

“Pupils of all abilities are highly successful in their academic achievements and make rapid progress across all areas of learning.” ISI Report, 2019



The academic starting points of our pupils are significantly above the national average, with a proportion of pupils being far above the national average.

The school is in the top tier of independent schools in terms of its public examination results.

Pupils do themselves proud in their examinations outcomes: in 2023 at GCSE 12% of the cohort achieved all grade 9s and grade 8s across their subjects. Moreover, a significant portion of girls accomplished grades within the 7-9 range across all subjects, showcasing their well-rounded academic achievements.

At A-Level, 17% of pupils secured A\* and A grades in 2023 with 11% of grades at A\*. Furthermore, 36% of grades were within the A\*-A range, indicating a robust proportion of students achieving strong academic proficiency. A significant milestone was reached with 88% of grades attaining A\*-C, and nearly half of pupils that studied for an EPQ gained A\*-A grade. Frequent destinations include Oxbridge and other leading universities, along with art foundation courses and degree apprenticeships.

# ROLE DESCRIPTION

## Responsibilities

### Communications

- Greet all visitors on arrival to ensure that they are made to feel welcome, and that their requirements are met or enquiries responded to as quickly as possible
- Ensure that all visitors (going beyond Reception) meet the safeguarding requirements of the school, sign in and out and are provided with security passes
- Operate the main telephone and clear all incoming telephone calls as rapidly as possible, if necessary advising the caller of any delay, non-availability, or taking a brief message to be passed on as soon as possible
- Monitor the answerphone and general enquiry emails and deal with enquiries or refer messages promptly to an appropriate member of staff.
- Deal with day-to-day queries from staff, students and parents, referring them promptly to an appropriate member of staff as relevant.
- Reception is open from 07:30-18:15 daily during term time
- Keep telephone lists and extensions information updated in line with staff and/or location changes
- Keep other information sources up to date, as required

### Registration

- Assist the Attendance Office as required
- In the event of a fire or fire drill, distribute folders for checking. Clearly communicate the evacuation and lockdown procedures and the associated duties.

### Administration

- Provide support to the Head of Admissions throughout the admissions process
- Provide general administrative services as required, including ordering stationary within budget guidelines
- Organise incoming mail and send outgoing mail, ensuring to check the school's post box daily
- Assist with managing and maintaining the reprographics facility
- For the IT service desk, ensure to log all email incidents onto the service desk system.
- For Premises-related issues or health and safety concerns, please report them to the designated premises email address.

### Management of Resources

- Receive all incoming deliveries, check and sign all delivery notes, and inform the relevant person or department to keep the reception area clear. Ensure that all deliveries are escorted.

## Marketing and External Links

- Deal with routine enquiries for information about the school and pass on any marketing queries
- Ensure that the reception desk and reception area reflect an attractive, professional image always. Check the coffee machine is neat and tidy with cups etc
- Maintain marketing displays and other information in the reception area to ensure that materials are appropriate and up to date

## Pastoral Care

- Provide a supportive and sympathetic point of contact for students or parents in distress, summoning assistance as required
- When qualified, provide emergency first aid to staff and students in the absence of other first aiders

## Training & Development

- Train as a fire marshal
- Regularly review own practice, set personal development targets and take responsibility for own continuous professional development

## General Requirements

- Work towards and support the school vision and the current school objectives outlined in the School Development Plan
- Support and contribute to the School's responsibility for safeguarding students
- Ensure a safe working environment for staff, students, and visitors as per the Health & Safety Policy
- Work within the GDST's Diversity Policy, promoting equality of opportunity for all students and staff
- Maintain high professional standards of attendance, punctuality, appearance, and conduct, developing positive and courteous relations with students, parents, and colleagues
- Engage actively in the performance review process
- Develop strong, positive relationships with GDST colleagues, contribute to collaborative work across GDST schools and support other staff in participating in GDST work to develop and share best practice



# PERSON SPECIFICATION

## Skills Required

- Clear spoken English
- ICT competence at a level to meet the demands of the job
- Good organisational skills
- Ability to communicate effectively with all members of the school community
- Excellent telephone manner
- Sufficient literacy and numeracy to write clear messages and to keep statistical records

## Knowledge Base

- Knowledge of Microsoft Office
- Knowledge of safeguarding principles

## Attainment

- NVO2 or higher in Communication or Customer Service
- Numeracy and literacy skills to GCSE or equivalent

## Experience

- Experience in interacting with the public both in person and over the phone
- Experience of working with young people

## Attitude and Approach

- Attention to detail
- Well-presented appearance and professional manner
- Self-motivated and able to work with minimal supervision
- Ability to work flexibly as part of a team
- Ability to remain calm when under pressure and employ tact and diplomacy in difficult/sensitive situations
- Understanding of the importance of confidentiality

# HOW TO APPLY

Any candidate wishing to seek additional information about the post or to discuss any related matter should contact the HR & Recruitment Manager, Mrs Angela Bolton via email: [a.bolton@schs.gdst.net](mailto:a.bolton@schs.gdst.net).

Applications should be received no later than 08:00, 22 April 2024. All candidates should use the following link to apply and include a covering letter addressed to the Head, Ms Cathy Elliott.

[https://my.corehr.com/pls/gdstrecruit/erq\\_jobspec\\_version\\_4.jobspec?p\\_id=034907](https://my.corehr.com/pls/gdstrecruit/erq_jobspec_version_4.jobspec?p_id=034907)



Interviews will take place shortly thereafter, though the school reserves the right to appoint an exceptional candidate at any stage of the application process. All candidates invited to interview must bring original documents confirming any educational and professional qualifications that are necessary or relevant for the post (e.g. the original certificates). If original certificates are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained from the awarding body.

All candidates invited to interview must also bring with them:

- An original passport and/or other appropriate document proving your eligibility to work in the UK
- One other form of identification, such as a driving licence or birth certificate
- Two other documents, such as utilities bills, TV licence, bank, building society or credit-card statements confirming your current address
- Documents confirming your educational and professional qualifications

Please note that candidates must bring originals of the above documents. Photocopies or certified copies are not acceptable.

# TERMS OF APPOINTMENT

The role will attract a competitive salary in line with qualifications and experience, and the successful candidate will also be entitled to an interest-free season ticket loan and free lunches during term time.



Any offer to a successful candidate will be conditional upon:

- receipt of at least two references, satisfactory to the school (if not already received), prior to appointment
- verification of identity and qualifications
- a satisfactory DBS Disclosure at the enhanced level
- satisfactory completion of any pre-employment checks as relevant such as an online search and those to check whether you are registered for or prohibited or restricted from practicing certain professions or roles
- where the successful candidate has worked or been resident overseas in the previous five years, such checks and confirmations as the school may require in accordance with statutory guidance
- (for teaching posts) verification of medical fitness in accordance with DfES Circular 4/99 - Physical and Mental Fitness to Teach of Teachers and Entrants to Initial Teacher Training
- satisfactory completion of the probationary period



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