



## Candidate Information Pack

### Administration Assistant

Closing Date: **Tuesday 9 April 2024 (9am)**

Interviews: **w/c 15 April 2024**





## Message from the Headmistress, Joanne Keville

Thank you for your interest in the position of Administration Assistant at The Queen's School.

**This is a wonderful and exciting opportunity to work in a thriving school with ambitious plans.**

We are looking for an outstanding Administration Assistant (who will also be the first point of contact for all visitors to the Senior School) to provide general administrative support to the School. The successful candidate will have excellent administrative skills and will assume the role of Designated First Aider (Emergency First Aid at Work Training will be provided if required).

**A small school for girls, we are big and brave in attitude and ambitious in all we do which is why the school and the girls thrive.**

It is the amazing sense of community that flows through our School, right from Reception to Year 13 when pupils leave us ready and prepared to take on the world, that makes Queen's such a supportive, vibrant, and wonderful place to learn and work. To learn more about what makes our school unique, I encourage you to take a look at our website, [www.thequeensschool.co.uk](http://www.thequeensschool.co.uk) where you will find a wealth of information about all we do.

We hope that having read this brochure you will be encouraged to apply.



**Joanne Keville**

Headmistress (April 2024)

## JOB DESCRIPTION

<b>Job Title:</b>	Administration Assistant
<b>Responsible to:</b>	Office Manager
<b>Hours</b>	08:00-17:00 hours term-time (with one hour for lunch break), plus 20 days during school holidays.

### Objectives of the post:

- To act as the first point of contact for all visitors to the Senior School and telephone enquiries.
- To provide first aid to students as and when required.
- To provide general administrative support to the School and the Office Manager in the efficient running of the School office.

### Key responsibilities:

- To receive and sign in school visitors, ensuring that necessary ID checks are conducted and advising all visitors of the fire evacuation procedure
- To respond to telephone calls in a professional manner, ensuring that any calls are directed as necessary or dealt with in a timely manner
- To provide first aid and basic medical care for pupils who are taken ill during the school day
- To contact parents regarding First Aid reporting, in the event of a pupil requiring first aid and/or medicines
- To ensure all medical room visits are recorded accurately for reporting purposes
- To ensure all First Aid supplies are kept up to date and First Aid kits contain the appropriate supplies
- To be responsible for the preparation and distribution of weekly newsletters, and other school communications via email to parents
- Where appropriate to send emails on behalf of staff
- To provide support and assistance to pupils with daily issues such as lost property, forgotten items and general concerns
- To ensure internal and external post is delivered in a timely manner and ensure that post is ready for collection at the appropriate time
- To complete office stationery and first aid orders
- To assist with staff photocopying, as directed by the line manager
- To be responsible for assisting the Queen's School Parent Association (QSPA) with queries, letters, and help with collection of orders, and any email communication requests
- To provide teachers with parent emergency contact details for school trips, etc
- To take minutes of meetings, as and when required
- To assist with daily attendance for pupils and any issues arising
- To assist with entering student registration details and contacting parents in the case of non-notification of a pupil absence
- To follow up on any registration problems with teaching staff
- To assist with cover arrangements for lessons from a set cover timetable and inform staff
- To be responsible for preparing invitations to school events and collating responses, as directed by the event organiser
- To be responsible for the preparation and to ensure the smooth running of school events, i.e., whole school photography, immunisations, etc., as directed by the event organiser
- To be responsible for liaising with bus companies regarding changes to travel arrangements
- To be responsible for the filing and archiving of school documents

Carry out other associated duties as reasonably assigned by the Headmistress or other appropriate senior member of staff.

The post holder may also be required to perform any other duties as may be reasonably required as far is relevant to the post holder's grade and level of responsibility, for which the post holder has the necessary experience and/or training. Responsibilities may be subject to review from time to time and amended to reflect changing circumstances.

## Person Specification – Administration Assistant

**The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

	<b>Essential</b>  These are qualities without which the Applicant could not be appointed
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE Grade 4/C in English and Maths or equivalent</li> <li>• Willingness to undertake training and development as required including Emergency First Aid at Work (EFAW) training</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Ability to present information in an accurate and appropriate format</li> <li>• Experience of prioritising tasks to meet deadlines</li> <li>• Experience with children or young people</li> <li>• Dealing with face-to-face and telephone interactions</li> </ul>
<b>Skills, knowledge and personal competencies</b>	<ul style="list-style-type: none"> <li>• Effective communication and interpersonal skills</li> <li>• Good IT skills including a good knowledge of MS Word and Exel</li> <li>• Professionalism</li> <li>• Confidentiality</li> <li>• Attention to detail</li> <li>• Ability to work independently and as part of a team</li> <li>• Ability to identify problems and achieve solutions</li> <li>• Willingness to learn and undertake on the job training</li> <li>• Commitment to the safeguarding of children and young people.</li> </ul>

### Desirable

These are extra qualities which can be used to choose between applicants who meet all of the essential criteria:

- Experience of working in education or a customer facing environment such as a school or college
- Experience of being a designated first aider
- Previous office experience working in an administration role



## BENEFITS

The successful candidate will be offered an attractive and competitive package reflecting the significance of this role. The package will include several other benefits including

- A strong sense of community
- Supportive colleagues
- A competitive salary
- Pension Scheme
- Discounted school fees
- Subsidised meals and refreshments available
- On site parking if required



## NOTES

- We hope that this brochure provides you with plenty of detail about the role and the School in general. If, however, you have any other specific questions you would like answered before deciding whether to make an application, please email the Human Resource Department at [smulcaster@thequeensschool.co.uk](mailto:smulcaster@thequeensschool.co.uk)

## APPLICATION PROCESS

Please read all the information provided before completing your application. All applications should be made electronically.

### Key Dates:

- Closing date: **Tuesday 9 April 2024 (9am)**
- Interviews: **Week commencing 15 April 2024**

When completing your application, you should submit:

- The School's official application form - available to [DOWNLOAD FROM OUR WEBSITE](#)
- Please note that applications will only be considered on the School's application form. • A letter of application, (no more than one side of A4) which should include your reasons for applying for the position. This becomes particularly crucial if your situation involves significant factors such as a notable change in pay, a shift in career, or relocation. Please address to the Human Resources Department and submit by **9am on Tuesday 9 April 2024** by emailing: [smulcaster@thequeensschool.co.uk](mailto:smulcaster@thequeensschool.co.uk).
- Please do not send testimonials, certificates, or examples of work etc.
- Unfortunately, it is not possible for the School to provide individual feedback on applications



## Guidance for the completion of the ‘Personal Statement’ section

This is an important section of the application as it gives you the opportunity to tell us specifically why you think you should be considered for the job, showing how well your skills, abilities and experience meet our requirements. You should give clear examples of impact rather than simply stating that you possess certain skills and abilities or simply outlining all your experiences whether relevant or not.

## References

Shortlisted applicants are advised that **references will be taken up prior to interview.**

All offers of employment are subject to the receipt of a minimum of two satisfactory references. One of the references must be from your current or most recent employer. If your current/most recent employment does/did not involve working with children, then the second referee should be from the employer with whom you most recently worked with children. If you are or have been employed within a school, then one reference must be from the Head of your current school, or the last school at which you worked. Neither referee should be a relative or someone known to you solely as a friend.

## Online Checks

In line with statutory requirements and KCSIE guidance, the School will undertake relevant checks on publicly available online and social media presences. Any concerns or issues arising from the checks will be discussed as part of the Safer Recruitment processes as appropriate.

## Shortlisting and Interviews

If you are shortlisted, your visit will involve a brief session with our Human Resources Department, to undertake several checks we are required to carry out by the Department for Education (DfE). These include checks to verify your identity, address, and right to work in the UK. Successful candidates will also be asked to confirm that they are medically fit to carry out the duties associated with this post.

During your visit with our Human Resources Department, if you have not done so already, you will be required to sign your application form to declare that the information you have given is accurate and true.

Please notify the School if you have any disability for which special arrangements need to be made for either the interview or if the position is offered.





All interviewees must bring original documents confirming qualifications and professional training, and three identification documents:

- at least two of the following: passport, driving licence photocard, birth or marriage certificate (evidencing change of name)
- and one document evidencing address: driving licence, council tax bill, or recent financial statement or utility bill dated within the last three months.

If you are unsuccessful, please be assured that photocopies of documents taken will be destroyed. Should you have any other questions relating to the post, please contact the School at [Smulcaster@thequeensschool.co.uk](mailto:Smulcaster@thequeensschool.co.uk)

### **Conditional Offer of Appointment**

At Queen's we are committed to safeguarding and promoting the welfare of children and young people. Any offer to a successful candidate will be conditional upon the following:

- Verification of identity;
- Verification of qualifications and professional status;
- Satisfactory criminal records check at enhanced level through the Disclosure and Barring Service (DBS);
- A check against the Barred List;
- Where the successful candidate has worked or been resident overseas for three months or more in the previous ten years, such checks and confirmations as the School may require in accordance with statutory guidance;
- Verification of the right to work in the UK;
- Receipt of at least two satisfactory references;
- A check for gaps in your employment history;
- Verification of medical fitness - completion of a pre-employment medical declaration;
- Satisfactory completion of the probationary period.

It is the School's policy to employ the best qualified team and to provide equal opportunity for the advancement of our team, including promotion and training, and not to discriminate against any person because of their race, colour, national or ethnic origin, sex, sexual orientation, marital or civil partnership status, religion or religious belief, disability or age.



## THE QUEEN'S SCHOOL

We are a progressive school, small enough to get to know every pupil, yet big enough to provide a wealth of opportunities well beyond the classroom for every pupil who passes through our doors.

As Cheshire's leading independent girls' school, we are proud of our excellent academic results, careers provision, pastoral care, and abundance of co-curricular activities to suit all pupils. The ISI inspection (2022) - [READ HERE](#) - awarded Queen's the top grade of '**excellent**' in all areas. But we are much more than the grades, accolades, and rating. We are a family and community that cares deeply for everyone.

An academically selective day school for girls aged 4-18, we provide an ambitious, supportive learning environment with limitless opportunities for exploration and intellectual challenge. This is reflected in our three pillars: **Think Independently**, **Aspire Globally**, and **Collaborate Confidently** which underpin all we do as a school. The excellent relationships between pupils, staff, and parents and between the pupils themselves, are a hallmark of the School as is the passion for learning and the focus on the needs of the individual.

Our aim is to empower the girls of today to make a difference as the women of tomorrow, hence our strap line of '**Igniting Her Potential**'. But this is so much more than a strapline; it is a promise we make and fulfil to every pupil who joins our community.

### At Queen's we believe in:

- A promotion of self-belief, kindness, independent thinking, collaboration, and emotional intelligence.
- A drive to offer opportunities to develop talents within a culture of excellence and ambition.
- A focus on developing links between the Lower School and Senior School.
- The benefits to girls of single-sex education.

"A **wonderfully empowering environment** in which girls flourish academically but also personally, with **bountiful opportunities** on offer to pursue extracurricular passions and interests of every variety."

THE  
GOOD  
SCHOOLS  
GUIDE



“Parents know that we place the **wellbeing of our pupils at our core** of Queen’s and fundamental to their daughter’s all-round development and success.”



## AWARDS

Successes, accolades, nominations, and awards have been many. Below are some of our most recent ones which highlight why we are proud of who we are and what we offer:

- **‘Excellent’ in all aspects of the inspection** - Independent Schools Inspectorate (ISI) March 2022
- **Best Independent Girls’ School** – North West England in 2023 and 2022 - Education and Training Awards
- **Gold Award Green School** - The Woodland Trust in 2023 (acknowledgment of our eco commitment)
- **Most Supportive Independent School** – North West England in 2022 - Lux Life Private Education Awards
- **Gold Standard Careers Provision** – awarded in 2022 – from the Quality in Careers Standard
- **Global Education Excellence Award** – awarded by EF Education

## PASTORAL CARE - SCHOOL AND FAMILY TOGETHER

As a school we truly believe in the positive power a strong relationship with parents and our families can bring. Parents know that we place the wellbeing of our pupils at our core of Queen’s and fundamental to their daughter’s all-round development and success. That is why our pupils are confident that their voice will be always heard, and that great interest is always being taken in their learning and their welfare.

## PARENTS AND PARTNERSHIPS

We have a wonderfully supportive and active Queen’s School Parents’ Association (QSPA) who organise a range of social and fundraising events throughout the year, with parents automatically becoming members when their daughters join the School.

At Queen’s we are also proud of our long association with the local community, Chester Cathedral, and local universities. The sharing of local facilities is highly valued, and we are keen to maintain and strengthen links with local schools, businesses and charities and attach great importance to delivering on its public benefit commitments.



## GOVERNANCE AND LEADERSHIP

The Governors are responsible for the general educational character and aims of the School and for creating and reviewing the Governing Body's Strategic Plan. They also set the fees, oversee the finances, disciplinary and ethical matters, make senior appointments and decisions on major building projects.

There are link arrangements between governors and departments and most governors are assigned to between one and three departments.

The Senior Leadership Team (SLT) consists of the Headmistress, Director of Finance and Operations, Head of Lower School, Deputy Head (Academic), Head of Teaching and Learning, Head of Pastoral Care, Head of Sixth Form and Director of External Relations.

## LOCATION AND CAMPUS

A vibrant city with charm and packed full of things to do, Chester is a unique place to live and to work. Set within the glorious City Walls, access to the School could not be easier. Ideally placed in the North West of England, it is less than an hour from Manchester and Liverpool, just a two-hour direct train journey to London and close to both beautiful countryside and the coast of North Wales.