

Receptionist

Term Time only



St Mary's School
C A M B R I D G E

January 2025

St Mary's School
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Welcome from the Head

Thank you for showing interest in this role at St Mary's School, Cambridge.

We are an independent day and boarding school for girls aged 3 to 18. We have a school roll of over 600 students. Approximately 10% of the students are boarders. Reflecting the cosmopolitan community of Cambridge, on average 25% of students originate from overseas, from 30 countries.

The School offers a secure and welcoming learning environment for girls: we are delightfully situated in the heart of the academically renowned and culturally vibrant city of Cambridge. The Junior School is adjacent to the famous backdrop of Coe Fen, and the Senior School and Boarding House overlook the University of Cambridge Botanic Gardens.

Cambridge is an outstanding place to live and work. As a university city, Cambridge has the cultural advantages of a much larger settlement but with a population of approximately 145,000, it is a safe, clean and attractive location. The city has an international reputation owing to its world ranking university and the school benefits from its proximity to the digital and enterprise communities in the various high-tech science parks and enterprise hubs. We are within easy travelling distance of London, less than an hour by train and a short hop from London Stansted Airport.

There has been major investment in new facilities at the School over the past decade: a new Junior School; a new Sixth Form Centre; new provision of Art & Photography; the creation of our Science Hub; and our new boarding facility, Mary Ward House. We have developed our sporting facilities through an ambitious collaboration with Homerton College, University of Cambridge and have invested in a new boat house in a joint partnership with City of Cambridge Rowing Club and Homerton College. We are proud to be opening our Mary Ward Educational Suite in January 2024 which will provide new state of the art teaching spaces.

High quality facilities are only as good as the people who work in them, so we invest heavily in our staff, who we know are our greatest asset. We encourage staff to develop themselves through training and facilitate bespoke CPD opportunities for all.

Above all, St Mary's School, Cambridge is a very happy place. We have an excellent local reputation for being very friendly and nurturing, and yet ambitious, for the young women in our care, enabling strong progress to next steps at university, the world of work or a gap year. Our girls are genuinely delightful, the teachers and support staff are exceptionally dedicated; we are a very close-knit, loving, joyful and purposeful community.

St Mary's really is a warm and welcoming environment for all staff, whatever their role, and we look forward to receiving your application.

Hannah Helliard

The St Mary's Approach

We are proud to be a Christian school in the Catholic tradition and founded on the principles of our 17th century foundress, Mary Ward, our vision is that 'By God's grace, women in time will do much' (Mary Ward 1585-1645). The challenge for women is not over, and whilst there are now more opportunities for 'women to do much' there are still considerable barriers and so our work continues via our mission to develop curious, creative and compassionate young women with the aspiration, confidence and integrity to shape a better world for the common good. Our approach is based on the core values of Freedom, Joy, Justice, Love and Truth and we live these values in school through our HEART habits of

H – Hard work	We show perseverance and sustain focus.
E – Empathy	We are kind, joyful, generous, value friendship and celebrate diversity.
A – Adaptability	We adjust to difficult situations, are open minded, discerning and take calculated risks.
R – Responsibility	We act justly and strive to uphold truth and lead by example.
T – Thoughtfulness	We are creative, reflective, attentive, show gratitude, hear others and disagree well.

Our unique approach to education fosters a love of life and of learning, while growing the academic curiosity and spiritual wellbeing of each individual girl so that they can look beyond themselves and enter adulthood aspiring to be more and to give more, not just to have more. We warmly welcome girls, and staff, of all Christian denominations and other faith and secular backgrounds to join our thriving community.

This year the school celebrates its 125th anniversary. Building on our 400-year tradition, St Mary's School, Cambridge belongs to an international network of approximately two hundred Mary Ward schools.

Innovative Learning at St Mary's

We empower all our students to aim high. As an accredited High Performance Learning World Class School there has never been a more exciting time to join our team.

High Performance Learning (HPL) is a research-based, pedagogy-led philosophy that responds to our growing understanding of human capability. It sees all students as potential high performers who are not limited by 'ability'. HPL makes the goal of high performance the expectation for all students and uses a unique teaching and learning framework to systematically grow minds and develop the cognitive skills, values, attitudes and attributes needed to reach success.

Here at St Mary's, we are proud to be developing our own approach to HPL and welcome applications from like-minded colleagues who are ambitious for their students and committed to research-based approaches to teaching and learning.

For further information please visit <https://www.highperformancelearning.co.uk/>

Digital St Mary's

St Mary's is a digital school which supports the School in its goals through

- developing a community of staff and students which learns in, responds to and engages with an ever-changing digital world;
- preparing students for their future by giving them the confidence to work in a digital environment;
- establishing creative teaching and learning environments;
- employing teaching staff who are trained and supported to be technologically and digitally skilled.

All members of St Mary's work digitally using Microsoft 365 as a platform. All students in the Senior School and Sixth Form have access to an individual device (Microsoft Surface Pro) which are used extensively in lessons and for home learning.

Job Description: Receptionist

Reporting to: As a member of the non-teaching staff, the Receptionist is ultimately accountable to the Bursar, although day to day responsibility will be to the Assistant Operations Manager.

Hours of work: The reception opening hours are between 7am and 6pm. The team work on a rota system, either on a full time or part time basis. This is a term time only role.

Contract: Permanent

Salary: £12.86 per hour (£26,750 FTE). The salary for full time hours, term time only equals to £21,400.

Place of work: On-site: Bateman Street, Cambridge.

Rationale

The role objective is to deliver a positive and distinctive customer experience and provide a welcoming and professional image of the school to every pupil, parent or visitor. The role is customer facing and will provide 'first impressions'; therefore, it is critical for the Reception team to be focused on customer service at all times. The Reception staff also contribute to administrative support to the whole school, including attendance registers.

Key Responsibilities

- Greeting visitors, ensuring they feel welcome and their requirements are met or enquiries responded to as quickly as possible.
- Ensuring all visitors (going beyond reception) sign in and out of the building, are provided with an identity badge and are met by the relevant member of staff in line with our visitor and health and safety policies.
- Dealing with enquiries from visitors, parents and staff (by phone and email), including problem solving, follow up and handover to ensure all matters dealt with promptly and appropriately.
- Assist with student enquiries and student welfare, liaising with parents and staff.
- Deal with routine enquiries for factual information about the school and direct to the relevant staff.
- Ensure the reception desk and cortile areas reflect an attractive, professional image at all times.
- Collating pupil registration daily.
- Report pupil absences and lateness, locating pupils where necessary.
- Ensuring the fire register is updated and following reception staff protocol should the fire alarm sound.
- Keep abreast of events for the school day, so able to advise on school trips, sports fixtures etc.
- Receive, sign for and direct incoming deliveries.
- Ensure all electronic and hard copy filing is in place.
- Assist with administrative and clerical support to the Senior School staff.
- Accessing the school's database and St Mary's Cloud for information.
- Ordering stationery and supplies and distribute accordingly.
- Assisting and covering reprographics when necessary, including distribution of incoming/outgoing post.

The above list is not an exhaustive list of duties and you may be expected to perform different tasks as necessitated by your line manager and the your changing role within the School and overall business objectives of the School.

Person Specification

	ESSENTIAL	DESIRABLE
EDUCATION / QUALIFICATIONS	<ul style="list-style-type: none"> • Minimum 5 GCSE passes 	<ul style="list-style-type: none"> • A Levels ideally in a subject areas which will support excellent communication skills
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Proficient in the use of MS Office, in particular Outlook, Word and Excel. • Experience of database use • Fast and accurate typing • Well-developed written and verbal communications skills 	<ul style="list-style-type: none"> • Knowledge and understanding of how independent boarding and day schools operate • Experience of working in a busy reception • Experience of working in a school
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Understanding the needs of young people • Proven organisational skills, capable of multitasking, prioritising and working to deadlines • The ability to handle multiple inputs and interruptions and to remain calm and effective • The ability to handle confidential and sensitive information with tact and discretion • The ability to establish good working relationships • Excellent interpersonal skills and the ability to communicate in a friendly and professional manner with parents, prospective parents and other visitors • Positive and professional telephone manner • Effective problem-solving skills and uses their own initiative • Able to work independently with initiative but also as a flexible team player • Flexibility and willingness to adapt to changing job requirements 	
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Professional • Conscientious • Dedicated and reliable • Calm under pressure • 'Can do' attitude with a sense of humour 	

Benefits

At St Mary's you will enjoy an exceptional career and comprehensive benefits including a contributory pension scheme, 33% discount (pro rata for part-time staff) on school fees, BUPA cash plan, an occupational sickness scheme, free lunches and refreshments, a season ticket discount and much more.

Equality, Diversity and Inclusion

St Mary's School is committed to ensuring equal opportunities in all aspects of employment and selects staff on merit irrespective of race, religion or belief, pregnancy and maternity, marital status, sex, sexuality/gender preference, disability or age. You are not obliged to complete the Equal Opportunities Form, but any information given will help us monitor the effectiveness of our policies and procedures.

If you have a disability, you are invited to request any special arrangements that you may require for interview or any adjustments that you would consider necessary to your working arrangements by contacting our Human Resources department (hr@stmaryscambridge.co.uk, 01223 353253).

Process

Application is welcomed by completing the Application Form and Equal Opportunities Form which can be found on the Vacancies page of our website. This may be accompanied by a covering letter and a curriculum vitae. We are unable to accept applications supported by a CV alone.

Interviews will be conducted in person, and they will explore candidates' suitability to work with children. Candidates are required to bring with them the necessary ID documentation and any relevant qualification certificate(s), all of which must be originals. Further information of the interview format will be provided if you are shortlisted for interview.

If you have any question, please contact the HR Team by email: hr@stmaryscambridge.co.uk or call: 01223 353253.

Closing date: 09:00am Monday 20th January

Interview date: To be confirmed

We will review applications on receipt. Suitable candidates may be interviewed before the closing date, and we reserve the right to withdraw the position if an early appointment is made.

Child Welfare and Child Protection Issues

The interview for this post will include exploring issues relating to safeguarding and promoting the welfare of children including:

- motivation to work with children and young people;
- ability to form and maintain appropriate relationships with children and young people;
- emotional resilience in working with challenging behaviours;
- attitudes to the use of authority and maintaining discipline.

Any relevant issues arising from the take up of references will be discussed at interview. The school is an equal opportunities employer. We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. Successful applicants are subject to an Enhanced Disclosure and Barring Check.



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