Apprentice Receptionist

Information to Candidates

June 2019

"I have come that you may have life and have it to the full."

John 10:10
Dear Colleague,

Thank you for your enquiry about the post of Apprentice Receptionist. This is a great opportunity for someone looking to develop their skills in administrative and customer service work. Please note the closing date for receiving applications is Thursday 20th June at 12pm. The post is a one year apprenticeship post and will be with effect from 1st September 2019. Further information about the Academy is available on the website.

St Mary’s is a highly regarded oversubscribed Catholic Academy in Blackpool in the Diocese of Lancaster. The school is very much a Catholic family where everyone works together to support and challenge one another to be the best they can be. Our Catholic Ethos, founded on the hallmarks of:

- Catholic
- Caring
- Community
- Challenge

is key to our success. Students and staff are all encouraged, as our mission statement states, to grow in wisdom, understanding, self-esteem and closeness to God. Many of our staff and students are Catholic or Christian, we are joined by a number of staff and students who aren’t, anyone is welcome to come and be part of our family as long as they are willing to support and contribute to the ethos and success of the Academy.

As Head Teacher, I believe that a happy, highly trained and well supported staff is the key to our success. Staff at St Mary’s receive a full induction programme and access our outstanding weekly professional development. All teaching staff also have 90 minutes of additional non-contact time per fortnight to focus on their own area of interest in enhanced professional development. New staff are also supported by regular, weekly coaching meetings and support from their subject areas; a range of leadership development programmes is also available.

St Mary’s is designated as Blackpool’s research school and provides staff with the opportunity to benefit from the latest research and evidence in education. Everything we do, whether that be our innovative key stage 3 reading programme; our approach to revision and practice homework; or the design of our professional development curriculum for teachers; is research evidence based.

Staff wellbeing is also a key part of our success as a school. A hard-working staff should be well supported and cared for to allow them to meet the demands made of teachers in a modern context. All staff are provided with their own personal laptop and extensive training and the support of colleagues. A well-resourced support team of ICT technicians, admin staff, chaplaincy staff and site staff work hard to make sure the Academy runs smoothly and that teaching staff are well supported to focus on our core business of teaching. Workload issues are regularly discussed with our staff committee. An email protocol ensures staff are not disturbed by emails in an evening and small gestures like free tea, coffee and biscuits served by our amazing housekeepers; free access to the school fitness suite; free annual flu jabs; a car valet service and regular staff social events including a free Christmas “do” and a Trust summer ball all help to make our Academy and Trust a rewarding place to work.

Staff retention is high at St Mary’s because staff are valued and in return work hard to ensure our students achieve the best possible outcomes. If what you have read so far is exciting and you feel that St Mary’s is a community in which you will thrive and make a positive contribution to our ethos and journey, then we would love to receive your application. You will find more information about St Mary’s and information specific to this role and the application process in the rest of this document. You can also find further information out about the Academy on our website.

Yours sincerely

Simon Eccles
Headteacher
What others say about St Mary’s

**OFSTED**

A short Ofsted Inspection of St Mary’s in March 2017 was extremely positive and confirmed that St Mary’s Catholic Academy continues to be good. A copy of the full inspector’s letter is available on the Academy website. The following quotes are taken from the body of the inspector’s letter:

- The leadership team has maintained the good quality of education in the school since the inspection of your predecessor school.
- Pupils spoken to during the inspection showed great pride in their school and parents wholeheartedly appreciate the efforts made by staff.
- Comments from parents such as ‘The staff go above and beyond what is expected’ and ‘The staff clearly have the best interests of the children at heart’ were typical.
- Staff were equally positive; their comments portray a school where people are valued and supported. One member of staff put this very clearly: ‘Each and every pupil knows there are people in school who care deeply for them...who will go the extra mile for them...that is something of which I am incredibly proud.’

**Diocesan Section 48 inspection**

Our Diocesan Inspection Report in March 2017 graded us as “outstanding”. A copy of the full report is available on the Academy website. Some of the inspector’s findings were:

- This is an outstanding Catholic Academy. Christ is at the centre of all it does and Gospel values permeate throughout.
- The leadership of the academy is outstanding as Directors and leaders are totally committed to the Church’s mission of high quality Catholic education for all.
- Staff are authentic witnesses to Gospel values and endeavour to live these out in their work with pupils, especially the most vulnerable. The quality of the pastoral care is outstanding with all pupils and staff expressing the caring community that exists in all aspects of the life of the academy. Pupils care deeply about their school with one Year 11 pupil saying, “I feel lucky to come here.”
- The prayer and liturgical life of the academy is outstanding. There is a very strong Chaplaincy team whose work permeates the whole of the academy and supports and encourages the work of all staff. Pupils are actively engaged in the prayer life of the academy and take part and lead prayer and liturgy on a regular basis.
- Pupils are attentive and want to achieve. They show confidence in their teachers and enjoy positive relationships with them.

**Investors in People Report**

Our Investors in People status was renewed in April 2018. The latest report is available on our website and contains the following comments:

“The sense of team is very strong in the Academy, everyone pitches in to get the job done. As a result there is a strong culture of everyone learning and sharing together. In addition everyone is clear about the standard of work required.”

“People described a ‘family’ culture where staff work collaboratively for the benefit of the Students and the community.”

“High levels of staff retention; people do not leave St Mary’s Catholic Academy.”

“People unanimously commented on the Academy as being a ‘great place to work’ referring to the environment as being hardworking but friendly, supportive and flexible.”

“People said that they appreciated the extra treats they received e.g. refreshments, breakfasts/ buffets at end of term, 100 minute extended CPD, opportunities to undertake research/ projects/ qualifications to list but a few.”

**Public examination results:**

Examination results were pleasing this year. At GCSE our attainment passed 60% grade 4-9 in English and Maths for the first time and our progress 8 score was the highest in the town at -0.12 placing us as broadly average. We managed to close the gap between Pupil premium and non-Pupil premium students compared to last year, although there is still much work to do here.

At A level the Academy achieved an ALPS grade 5 with 99% A*-E pass rate. 40% of all grades were at A*/A or Distinction* / Distinction, with 75% of grades above a grade C and all students successful in moving on to employment or education.
COMPLETING YOUR APPLICATION

INFORMATION FOR CANDIDATES

Application process:
Candidates should complete a CES application form (attached to the advert on the Academy website) and a letter of application, the details of which can be found below. Please do not include a CV as this will not be considered as part of the process. Evidence will be drawn from:

- Letter in support of application.
- Application Form.
- Task.
- Response to questions during interview.
- References.

Letter of application should:

- Be clear, concise and well presented.
- Demonstrate how you meet the person specification.
- Be no more than two sides of A4 in length.
ADMINISTRATIVE SUPPORT STAFF
INFORMATION FOR CANDIDATES

ADMINISTRATIVE PERSONNEL

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mrs Helen Holden</td>
<td>Office Manager</td>
</tr>
<tr>
<td>Ms Justine Banks</td>
<td>Admin Assistant</td>
</tr>
<tr>
<td>Miss Julie Caton</td>
<td>Exam/Data Admin Assistant</td>
</tr>
<tr>
<td>Mrs Anne Crocombe</td>
<td>Headteacher’s PA</td>
</tr>
<tr>
<td>Mrs Heather Flook</td>
<td>Admin Assistant (part-time)</td>
</tr>
<tr>
<td>Miss Emma Hudson</td>
<td>Admin Assistant</td>
</tr>
<tr>
<td>Mrs Gill Jones</td>
<td>Admin Assistant (part-time)</td>
</tr>
<tr>
<td>Mrs Deborah Papa</td>
<td>Admin Assistant (part-time)</td>
</tr>
<tr>
<td>Mrs Sharon Roberts</td>
<td>Admin Assistant (part-time)</td>
</tr>
</tbody>
</table>

TERMS AND CONDITIONS

The successful applicant will be employed on an hourly rate of £9.0003.

New NJC Pay Grade A – (Point 1)
Pro Rata approximate starting salary on Point 1 for 30 hours per week, term time only is £11,782.

Hours of Work:

Monday, Tuesday, Wednesday and Friday: 8:00 am until 4:00 pm - with 30 minutes each day for lunch.

Holiday entitlement is 25 days in the first five years of service plus all public holidays, increasing to 30 days after five years continuous service and to 31 days after ten years continuous service. Holidays must be taken outside of the academy’s stated term times and INSET days.

This post is subject to:
- The CES (Catholic Education Service) form of contract,
- To DBS (Disclosure and Barring Service) formerly the CRB,
- Medical clearance and
- Verification of your qualifications and National Insurance number.

This post commences on 1 September 2019 until 31 August 2020.
ST. MARY’S CATHOLIC ACADEMY
PERSON SPECIFICATION
APPRENTICE RECEPTIONIST

The Board of Directors of St. Mary’s Catholic Academy are seeking to appoint a high quality candidate whose job and personal profile most closely matches the specification given below:

Knowledge/Skills

- Ability to relate well and develop positive relationships with adults and students
- Ability to work constructively as part of a team and to show individual initiative

Experience

- Experience of general administrative or reception duties is desirable but not essential.

Attitude / Approach

- A calm manner and a good sense of humour are essential.
- A willingness to be part of the whole school and to contribute to its ethos
- Flexibility, reliability and honesty
- An excellent attendance and punctuality record. (Please note that excellent attendance is considered to be 95% attendance over the past two years. Directors will take note of one off illnesses/absences and individual circumstances).

Evidence will be drawn from:

- Application Form & letter of application.
- Response to questions during interview.
- References.

Please note as part of the Academy's commitment to the protection and safety of its students:

- References will be required including a judgement about your suitability to work with children. Referees will be asked whether you have any disciplinary offences relating to children (even if spent) and whether you have been the subject of any child protection concerns.
- Open references supplied by candidates will not be accepted.
- A member of the interview panel will be trained in implementing Child Protection procedures.

Simon Eccles
June 2019
JOB DESCRIPTION

Responsible to: Office Manager

The Academy’s administrative staff provide a friendly welcome to our visitors and a high quality support service to our teaching staff, which is essential to the efficient running of the Academy.

Key Outcomes:

1. A caring, Catholic ethos built on high quality relationships
2. A welcoming reception service for our visitors.
3. An efficient administrative support service enabling the smooth day-to-day running of the Academy.

<table>
<thead>
<tr>
<th>Role Title</th>
<th>Typically reports to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator 1</td>
<td>Line Manager</td>
</tr>
</tbody>
</table>

Information sources
Agreed by School Working Party Job Evaluation Panel

Date of profile
150711

Purpose of the role (job statement)
To provide general clerical or administrative support to the school under the direction or instruction of senior staff.

Responsibilities

Key duties:
1. Provide administrative support, following instructions or set routines e.g. photocopying, filing, faxing, emailing, completion of routine forms, school meals. This could be directly supporting the Headteacher
2. Update manual and computerised records/management information systems.
3. Exchange of information with other school staff and teachers, senior leadership team, pupils, parents/carers, suppliers.
4. Maintain confidentiality and adhere to safeguarding procedures

Individuals in this role may also:
1. Undertake reception duties, act as first point of contact in response to telephone and face-to-face enquiries, sign in visitors
2. Open, sort and distribute incoming mail and post outgoing mail
3. First point of contact for sick pupils, liaise with parents/carers/staff
4. Assist with arrangements for visits, for example by school nurse, photographer
5. Ensure collection of attendance registers
6. Responsible for the selection, ordering and storage of supplies under direction.
7. May handle small amounts of cash (e.g. dinner money, school visits).

Indicative knowledge, skills and experience

- Some knowledge of school administration and office systems.
- National qualifications at Level 2, GCSE or relevant equivalent experience.
The following pages include the Academy’s mission statement, the long term objectives and this year’s action plan from the Academy raising achievement plan and a copy of the St Mary’s Way, an important document which sits at the heart of our core values as a community.

### Academy Raising Achievement Plan Long Term Objectives

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop and embed the St Marys Way for staff, students and parents.</td>
<td>Implement</td>
<td>Embed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Further develop the professional development and learning (PDL) curriculum for staff.</td>
<td>Develop</td>
<td>Implement</td>
<td>Embed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Develop, implement and embed a strategy to increase the numbers of Post 16 students in St Mary's Sixth Form.</td>
<td>Develop</td>
<td>Implement</td>
<td>Embed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Implement an effective strategy to close gaps in attainment, progress, behaviour and attendance.</td>
<td>Develop</td>
<td>Implement</td>
<td>Implement</td>
<td>Embed</td>
<td></td>
</tr>
<tr>
<td>5. Develop an effective curriculum offer for all students at St Mary's.</td>
<td>Develop</td>
<td>Implement</td>
<td>Embed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Develop, implement and embed a clear quality assurance framework to ensure clear leadership of the Academy.</td>
<td>Develop</td>
<td>Implement</td>
<td>Embed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

"I have come that you may have life and have it to the full."  

John 10:10
<table>
<thead>
<tr>
<th>Objectives</th>
<th>Actions 2018/9</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Develop, implement and embed the St Mary’s Way for staff, students and parents.</td>
<td>Produce a working St Mary’s Way display and associated information for the start of academic year 2018-19. Meet staff, directors and students in a series of meetings to discuss the St Mary’s way and distil it into its main themes. Plan PDL into the calendar to embed improved version of St Mary’s way with staff and students. Produce communication for parents in relation to the improved version of the St Mary’s Way and incorporate into</td>
</tr>
<tr>
<td>Overall lead SEC</td>
<td>SEC</td>
</tr>
<tr>
<td><strong>2</strong> Further develop, implement and embed the professional development and learning (PDL) curriculum for staff.</td>
<td>Evaluate the impact of enhanced CPD time and work to develop the strand further to make. Develop a strand of PDL to develop 8L4 strategies within the classroom and to review the efficacy of. Develop a strand of PDL to develop reading and associated vocabulary development across the. Work with senior line managers and middle leaders to develop expectations in relation. Develop a teaching and learning strand to PDL to include knowledge retention from Cognitive. Lead the work of the research school through research champions and leads to trial disciplined</td>
</tr>
<tr>
<td>Overall lead EHO</td>
<td>EHO</td>
</tr>
<tr>
<td><strong>3</strong> Develop, implement and embed a strategy to increase the numbers of Post 16 students in St Mary’s Sixth Form.</td>
<td>Review recruitment and retention strategy for the sixth form in order to increase numbers. Review marketing plan to improve internal and external marketing strategies for the sixth form. Embed Health Academy provision exploring caps from the health authority and establishing realistic. Explore further potential for a digital academy and a law academy to run at St Mary’s as a possible recruitment tool.</td>
</tr>
<tr>
<td>Overall lead MSE</td>
<td>MSE</td>
</tr>
<tr>
<td><strong>4</strong> Implement an effective strategy to close the gaps in attainment, progress, behaviour and attendance.</td>
<td>Review current Disadvantaged students plan and establish a new plan based on EEF guidance report into pupil premium outcomes to close the gap in terms of attainment and progress. Develop current strategies for improving Disadvantaged students attendance through research led attendance interventions. Develop current provision for an aim higher group in Y11 to include a majority of disadvantaged students. Review current Upper students plan and establish a new plan to close the gap in terms of attainment and progress.</td>
</tr>
<tr>
<td>Overall lead MPH</td>
<td>MPH</td>
</tr>
<tr>
<td><strong>5</strong> Develop an effective curriculum offer for all students at St Mary’s.</td>
<td>Lead a review of curriculum provision across the Academy in conjunction with Head teacher and CEO to include: Use of planning protocols, Schemes of. Embed the development of resilience curriculum through leadership development with Human Utopia. Develop further the Academy’s resilience strand through a continuation of the resilience conversation work and a development of the. Develop and implement a whole school approach to reading a literary canon, supported by comprehensive training for staff and effective. Review the Academy’s current setting patterns and use best evidence from the research school to review setting patterns within the Academy and suggest</td>
</tr>
<tr>
<td>Overall lead MSE</td>
<td>MSE</td>
</tr>
<tr>
<td><strong>6</strong> Develop, implement and embed a clear quality assurance framework to ensure clear leadership of the Academy.</td>
<td>Develop a robust and well structured quality assurance framework for the Academy including QAF documents for all senior leaders to use to monitor their work. Review current implementation processes for key aspects of leadership and include improved versions within the new QAF. Develop and embed coaching and development for leaders in new QAF processes.</td>
</tr>
<tr>
<td>Overall lead SEC</td>
<td>SEC</td>
</tr>
</tbody>
</table>

Academy Raising Achievement Plan Actions 2018-19.
Catholic  Caring  Community  Challenge

The Saint Mary’s Way

Semper Fidelis – Always faithful to the St Mary’s Way.
The distinctive ethos or “St Mary’s Way” is based on the four dimensions of the pastoral mission of the church:


b. Leitourgia (Liturgy – Grace builds on nature but must acknowledge the sphere beyond the natural world. The work of the Christian assembly to adore God in prayer, thanksgiving and penitence. The Worshipping School).

c. Diakonia (Ministry - Culture has to be changed and transformed by the Christian Gospel. This emphasises social activism and the service of the poor. The Serving School).

d. Koinonia (Community – Christian community existing in reasonable harmony with the surrounding society. Christian school plays a part in the country’s general education provision. One mission of all Christians is the creation of community which inevitably involves at times compromise and creating common ground with the surrounding culture. The Civic School).

All of these elements are part of the Mission of the Church and all these elements will be found in an authentically Catholic school. Kerygma and Leitourgia give the essential “roots” to the community and help define our distinctiveness. They provide the opportunities to gather and centre ourselves around a core of beliefs. The Trust will be respectful of parents as the first and foremost educators of their children and seek to engage them in their child’s education.

Both Diakonia and Koinonia give the opportunity for our faith to take “wings” and reach out beyond our own community in order to have a positive impact on other communities, particularly those suffering from poverty, and society in general. The service and civic nature of our schools helps give witness and richness to our distinctive way of living. This will include an education rich in the spiritual, moral, social and cultural and supportive of British Values.

Proclaiming, worshipping, service and civic duty are essential elements of the Catholic school. We need both roots and wings to ensure we deliver an education in faith and wisdom which is the hallmark of a Catholic school.

These four dimensions of the mission of the church are reflected in our Academy mission statement:

St. Mary’s Catholic Academy is a caring faith community. Our mission is to provide an outstanding whole-person education through which all are challenged to grow in wisdom, understanding, self-esteem and closeness to God.

The hallmarks of St. Mary’s are:

- **Catholic**
- **Caring**
- **Community**
- **Challenge**

St. Mary’s is a Catholic academy where prayer and reflection are woven into the fabric of the academy’s life. The universal message of the Church and its call to new life encourages us to value every individual as precious in God’s sight. The distinctive education offered at the academy includes the continuing development of morals and Christian values.

Respecting the uniqueness of each person is central to the caring nature of the academy and a reflection of the Gospel message of love. A strong and supportive pastoral system continues to care for all and helps build people’s self-esteem.

The academy strives to be a community where high quality and enriching relationships are built. Tolerance and the valuing of others are key points of daily life. We seek to manage every aspect of academy life, with justice, for the common good of all.

We challenge all people to use their God-given gifts to achieve excellence and make significant progress in their learning. Opportunities exist for aesthetic, performing and creative talents to be nurtured.

Semper Fidelis – Always faithful to the St Mary’s Way.
The St Mary’s Way:

The St Mary’s Way is based on the mission of the church and academy and is built around a way of living and working together as a community centred on Pope Francis modern day beatitudes:

IMAGO DEI – RESPECTING GOD IS IN EVERYTHING WE SEE
- We see the value of every member of our community
- How we speak to others is a reflection of our care for them
- We will leave no member of our community feeling alone or that they don’t belong
- As people made in the image of God, we act with honesty and integrity
- Each day represents a chance to grow in wisdom

A SERVING COMMUNITY
- We look out for the needs of others
- Our behaviour should not harm the learning of others
- We try to empathise and understand those who may be struggling
- We see our role in the community as being there to help and encourage each other

A COMMUNITY OF GRATITUDE
- Staff and students thank each other at the end of each lesson
- We show appreciation for all that is done for us in the Academy, whoever has done it
- We recognise the expertise of those who work in the academy
- We recognise that education is a privilege not enjoyed by everyone around the world
- We appreciate the people we share this place with and from whom we can learn

A COMMUNITY OF STEWARDSHIP
- We look after the things we need to help us learn
- We regard all of the academy as ours to look after
- We cultivate our talents and use them for the good of ourselves and others
- We play all of our roles with our best efforts
- We respect the academy environment and enable it to be enjoyed by everyone

A FORGIVING COMMUNITY
- We avoid unnecessary conflict, often by talking it through
- We are not quick to take offence or to ‘hit back’
- We know the power of words to heal arguments and rebuild relationships
- We work hard to forgive each other and ourselves

A PROPHETIC COMMUNITY
- We recognise the power of our words
- We speak the truth with compassion
- We ensure that everyone is treated fairly
- We keep a special eye out for those who may feel vulnerable

Semper Fidelis – Always faithful to the St Mary’s Way.
Students following the St. Mary’s way are...

CARING

POSITIVE

RESPECTFUL

FORGIVING

POLITE

RESILIENT

'ALWAYS FAITHFUL'

Semper Fidelis – Always faithful to the St Mary’s Way.
Staff following the St. Mary’s way are...

CARING
CHALLENGING
RESPECTFUL
PRESENT
POLITE
CONSISTENT
SUPPORTIVE
'ALWAYS FAITHFUL'

Semper Fidelis – Always faithful to the St Mary’s Way.