



Dear Applicant

Thank you for your interest in the Community Reception and Administrator, Monday and Friday evening position at Portchester Community school.

We are seeking to appoint an energetic individual to assist in administration and reception during our community hires on Monday and Friday evenings. Successful candidates will have a strength in administration, as a customer interface and will have excellent interpersonal and communication skills. Experience with social media and marketing will be an advantage.

If you match the description outlined above – then we would like to work with you.

As a school we invest heavily in support and training and have a commitment to individual professional development.

All the information required for application is available through our school's website; please ensure all forms are completed as instructed.

Visits to the school are welcome as well as informal discussions to support and inform your application. Please contact Mrs Carol Mertens through the email: campus@portchester.hants.sch.uk

Once again, thank you for showing an interest in this post and I wish you every success in your application.

Yours faithfully,

Mr R Carlyle
Headteacher



Headteacher: Mr R Carlyle BEd (Hons)

Portchester Community School

White Hart Lane, Portchester, Fareham, Hampshire, PO16 9BD

T: 023 9236 4399 | **E:** office@portchester.hants.sch.uk | www.portchester.hants.sch.uk

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**Community Reception and Administrator
Monday and Friday evening. Permanent position.**

8.5 hours per week.

This role is intended to cover Monday evening 1630 to 2130 and Friday evening 1600 to 1930.

There is an additional role advertised, to cover Saturday mornings and both roles could be offered as one position to a successful applicant.

**Grade B, FTE Salary: £24,796 to £25,128 p.a.
Actual salary at 8.5 hours per week is £5,696 to £5,772 p.a.**

This position includes the opportunity to join the local government pension scheme.

Post Start Date: October 2025

We are seeking to appoint an energetic individual to assist in administration and reception during our community hires on Saturday morning.

Portchester Community School offers an extensive range of community services including the provision of lifelong learning through adult education classes, a comprehensive nursery and childcare provision as well as community hires.

We seek a Community Receptionist to cover Saturday morning, providing customer interface, general administration tasks and assist with our busy lettings department.

The postholder will be responsible for fulfilling the safeguarding requirements of the role and adhering to the school's safeguarding policy.

The successful applicant will be highly organised, with excellent customer service and communication skills, a flexible approach, and the ability to build and develop effective working relationships with school and external contacts.

Minimum GCSE Grade C (or equivalent) in English and mathematics is essential.

Closing Date: Noon on Friday 3rd of October

Interviews will take place: Friday 10th of October.



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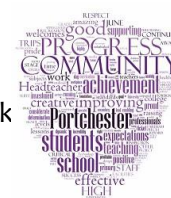
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An Application Pack can be downloaded from our website at www.portchester.hants.sch.uk under the 'About Us' menu, or email: campus@portchester.hants.sch.uk Please email your completed application to campus@portchester.hants.sch.uk Please return the equalities monitoring form in line with the details shown on the form. Applications will be considered on receipt and suitable candidates invited for interview. We reserve the right to withdraw the advertisement early if the vacancy is filled before the closing date.

Portchester Community School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment.

All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant employment checks.

Online searches will be completed on all shortlisted candidates as part of the recruitment process.

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. This post is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 because it is a post which involves working directly with children or young people.

If shortlisted for interview you are therefore required to declare whether you have any criminal convictions (or cautions or bind-overs) including those which are 'spent'. The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provide that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website: <https://www.gov.uk/government/collections/dbs-filtering-guidance>



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APPLICATION GUIDE

Vacancy Details

Details of the terms and conditions of the post are included in the Vacancy Details document. This gives information about the post, grade and salary and underlines the school's commitment to safeguarding children and young people and to equality of opportunity for all. Details of the closing date for applications, interview date, interview panel and selection procedure are included. The employment checks undertaken for the successful candidate are also shown on this document.

Job Description

This gives an overview of the purpose of the post and outlines the main core duties and any specific duties.

For a Support staff post, the Role profile describes the generic tasks of the post and may be supplemented with a Local List of Duties which specifies, at individual school level, the main duties of the role. The role profile also defines the necessary knowledge, skills and experience required at selection.

Person Specification

This outlines the qualifications, experience, skills and personal attributes which the successful candidate will need to possess. These elements are classified as either essential or desirable and are used as the basis for the shortlisting process. The person specification also outlines the basis by which other information collected as part of the recruitment and selection process will be assessed e.g. lesson/task observation, presentation, references.

The Application Form

Please ensure that you complete the relevant Hampshire County Council Teaching Staff or Support Staff application form, both of which can be downloaded from the school website at www.portchester.hants.sch.uk or the Hampshire County Council website. Please do not send a C.V. in place of the Hampshire application forms as this will not be accepted.

When completing your application form is it important to consider the Job Description/Role Profile and the Person Specification and include in your application evidence to demonstrate your skills and knowledge. Applicants should meet the essential criteria detailed in the Person Specification and it will be advantageous to demonstrate some of the desirable criteria.



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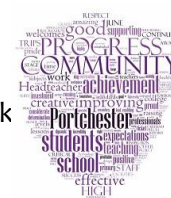
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Application Process

Once completed, please send your application form for the attention of Mrs Carol Mertens, Community Manager, to arrive by the deadline specified in the advertisement and Vacancy Details information.

When received, we will hold your information securely, in line with our Data Protection policy and Privacy Notice for job applicants. Please refer to the Privacy Notice for Job Applicants available on our website.

Please remember to complete the Equalities Monitoring form which is included as part of the application pack and return it as detailed on the form. This information will enable the school to monitor the effectiveness of its equality policy and ensure that all staff and applicants always receive fair and equal treatment.

As part of this policy, it is essential that we monitor the profile of our applicants in relation to gender, ethnic origin, disability, sexual orientation and age.

The information on this form will not be shared with the selection panel and will be used for statistical purposes only. It will not form any part of a record on you as an individual, unless you are subsequently appointed to the school, in which case it may be held as part of a computerised personnel record on the school's HR system which is available for your inspection.

All application forms are logged on receipt and although we do not currently acknowledge receipt, we are more than happy for you to contact the school for confirmation that your application has been received. Again, please contact Mrs Mertens by email (campus@portchester.hants.sch.uk), or via the school on 023 92 364 399.

The Short-listing Process

The interview panel will undertake the short-listing process and candidates will be assessed against the job description/role profile and the essential and desirable aspects of the person specification. Candidates selected for interview will be contacted by telephone or email. Candidates will be advised of any tasks or lessons they will be asked to undertake as part of the selection process.

Please be advised that if you have not been contacted within two weeks of the closing date, your application has been unsuccessful on this occasion.

The Interview Process

The interview panel for all teaching posts will comprise the Headteacher, Mr Richard Carlyle, a member of the Senior Leadership team, together with the Subject Leader for the relevant department. For Subject Leader posts, a school Governor may also be included in the interview panel.

The purpose of the interview is to assess the candidate's suitability for the post and give both the panel and the candidate an opportunity to gain further information before making a successful appointment. It is also an opportunity to seek clarification on information provided in your application form.

As part of due diligence checks online searches will be completed on all shortlisted candidates prior to interview.



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The interview will also assess the candidate's suitability to work with children and will include questions relating to safeguarding and promoting the welfare of children.

Candidates will be asked the same core questions relating to the requirements of the post, however relevant supplementary questions may also be asked.

During the interview process notes will be taken.

References

It is our policy to approach both referees noted on the application form prior to interview for a reference. As stated on the application form one of your referees must be your present employer e.g. Headteacher.

Offers of Appointment

Appointments are subject to satisfactory completion of all relevant pre-employment checks including a Disclosure and Barring Service check and medical clearance from the Hampshire County Council Wellbeing unit.

Statement on Safer Recruitment

Statutory Guidance "Keeping Children Safe in Education", issued by the Department for Education, requires the school to have written recruitment policies and procedures in place to prevent people who pose a risk of harm from working with children.

The Governing Body recognise that promoting the welfare of children and young people is integral to the recruitment and selection process and essential to creating a safe environment for children and young people. The school is committed to ensuring that recruitment and selection activities are undertaken in a fair and transparent way and that appointments are based on the candidate judged to be most suitable. The aims of the school's Recruitment Policy are therefore to attract and appoint the highest calibre of applicants; ensure safe and equitable recruitment and selection is always conducted; deter, identify and reject applicants and volunteers who are unsuitable to work with children and young people.

In accordance with the School Staffing (England) Regulations 2009, at least one person on an appointment panel will have undertaken safer recruitment training.

The full Recruitment Policy is available on request to any member of staff and all prospective applicants and volunteers.

The school's Child Protection policy and Safeguarding policies are available on request or on the school's website www.portchester.hants.sch.uk



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What to bring to interview

Applicants selected for interview are asked to refer to the “Pre-employment checklist for Candidates” sent with the interview invitation letter and bring documentation as outlined. This will include original qualifications certificates and proof of identity (preferably photographic, such as a photocard driving licence or passport).

To meet our legal obligation under the Immigration, Asylum and Nationality Act 2006, the school must ensure that evidence has been seen and checked to confirm eligibility to work in the United Kingdom. Therefore, candidates selected for interview must bring relevant documentation to confirm this, as outlined in the Pre-employment Checklist for Candidates.

Thank you for your interest in this post at Portchester Community School.

Portchester Community School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant employment checks.



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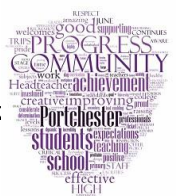
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Details about the post: Community Reception and Administration Position	
Salary:	Grade B. up to 8.5 hours per week.
Contract Type:	Permanent, Part Time 3.5 hours per week. Grade B, FTE Salary: £24,796 to £25,128 p.a. Actual salary at 8.5 hours per week is £5,696 to £5,772 p.a. 52 weeks per year
Safeguarding of pupils:	
School statement:	Portchester Community School is committed to safeguarding children and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant employment checks.
Context for the vacancy:	
Start date:	October 2025
Terms and conditions:	
School statement:	This post is offered subject to the Employment in Hampshire County Council agreement (EHCC07) in conjunction with other Hampshire and school pay policies.
Equalities Statement:	
School statement:	The Governing Body of the school is committed to equality for all in the appointment, development, training and promotion of staff, and in all dealings with pupils and parents of the school. The Governing Body recognises the value of a diverse and inclusive workforce, and governors and managers will always operate within the requirements of anti-discrimination legislation and will promote equality in its staffing decisions. The Governing Body will wherever possible make reasonable adjustments to recruitment processes, working conditions or the working environment, to help overcome practical difficulties created by applicants or members of staff who have a disability. The over-riding premise that will be adhered to in matters of equality, by all governors and staff in the school, is that everyone has the right to be treated with dignity and respect whatever their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race or belief, sex or sexual orientation. All applicants are invited to indicate whether they have any special requirements to enable them to apply.



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Information about the recruitment and selection process:	
<i>Closing date for applications</i>	Please email your completed application form to campus@portchester.hants.sch.uk by noon on Friday 05 July 2024. If you intend to email the equality monitoring form, please send in a separate email to campus@portchester.hants.sch.uk with the title: 'Confidential - equality monitoring form'. If you would like confirmation that your application has been received, please contact the school on 023 9236 4399 or email: campus@portchester.hants.sch.uk
<i>Interview date:</i>	To be advised.
Employment checks required:	
1	Fully completed application form
2	Rehabilitation of Offenders Act declaration
3	Right to work in the UK
4	Disclosure and Barring Service check.
5	Employment history including explanation of any gaps
6	Proof of academic and professional qualifications
7	Occupational Health check
8	Professional character references

If you have any questions about the detail contained within this document or any other aspect of the information sent to you, please do not hesitate to contact the school.

School policies including the Recruitment Policy and Equality Policy are available on request.



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Local List of duties

This post requires you to provide a support service to the community department. You will represent Portchester Community School in a positive manner and treat all visitors with respect, courtesy and consideration, to ensure that every effort is made to satisfy reasonable requirements and assist in the maintenance of an attractive and welcoming site.

You will be expected to carry out duties correctly and promptly in a good working atmosphere and assist in the creation of a safer environment by adhering to Health and Safety Regulations and agreed codes of practice of HCC employees. Attendance to training courses may be required as part of professional development.

The holder of this post will work under the direction and instruction of the Community Manager. Qualities of flexibility and willingness to provide quick and efficient service are required.

The post holder is responsible for ensuring that all school and county child protection and vulnerable adult protection and safeguarding policies are adhered to and concerns are raised in accordance with these policies.

Section A

Role Profile Ref:	02002
Department/Section:	Education/ Adult and Community learning (schools)
Role Title:	Community Administrator and Receptionist - Evenings and weekends
Reports To - (Supervisor/manager's role title)	Community Manager
Role Purpose: (why the role exists)	To deal with the public on a day to day basis answering queries, concerns and taking bookings. To assist in administration tasks and data entry. Communication and social media presence.

Section B Organisation



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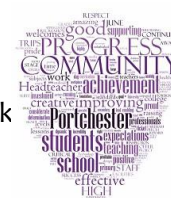
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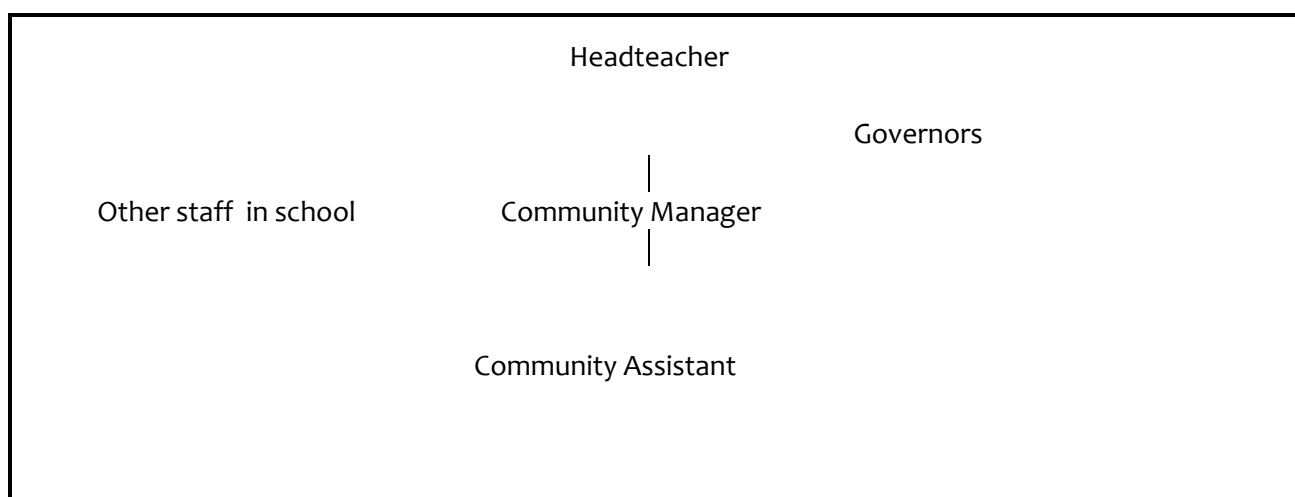
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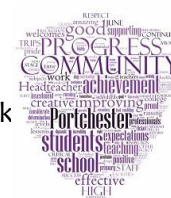
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Section C

ROLE REQUIREMENTS

Accountabilities	Accountability Statements	% of Time
CUSTOMERS	- To be the public face of the community department when on duty. - To maintain a presence for community hirers and as a result maintain a high level of level of security in the school. - To complete walkabout, where customers are aware you are the point of contact. - Communicate face to face, through email and and over the telephone using customer care skills. - To to relay information and assist with queries and bookings in order to provide a complete service, ensuring a valued happy and satisfied customer. - To assist community users with their safeguarding requirements, according to procedure.	40
DATA and ADMINISTRATION	- Input data into a computer programme and produce appropriate reports and statistics in order to facilitate the best use of the services, resources and site. - To work on the social media presence and assist in marketing the community provision. - To assist hirers and community users to increase their social media presence with the objective of improving attendance at their sessions and events. - To facilitate adult education administration, book tutors, liase with dates and to take responsibility for the smooth administration of the function.	40
SITE STAFF	- Liase with School office staff, Site staff and Tutors to ensure appropriate equipment and resources are available in order to provide a smoothly organised service to the customer. - To work collaboratively with the site team to ensure a safe and welcoming environment. - To assist site staff in setting up rooms from time to time. - To be a key holder from time to time on day.	10
FINANCE	- Collect, receipt and record all monies taken in order to ensure a well run financial system.	5



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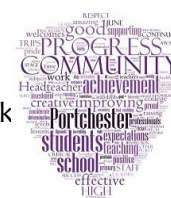
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Corporate and statutory initiatives - equalities/health and safety/egovernment/sustainability	- Manual Handling - Awareness of health and safety provisions - Awareness of GDPR - Awareness of safeguarding duties and role	5
Section D - The key decision making areas in the role		
Changing venues if a situation arises necessitating this event, this would be done in discussion with site staff. Deciding on the best placed solution to customer enquiries.		
Section E - The role dimensions - financial (e.g. budgets) and non-financial (e.g. units, workload, customers/staff)		
Office based in the school administration centre. Reception based duties, community users and hirers and directing them through the school. Some responsibility for administration and database input for the early years department. The role includes use of direct, telephone and email communication.		
Section F - The main contacts – external/internal customer contacts and purpose		
• Community Office staff – team • Site staff – team • Customers including early years parents, hirers and guests.		
Section G – Working conditions – environment, and physical effort or strain.		
52 weeks per year, Wednesday and Friday evening, Saturday morning. There is opportunity for some flexibility in these days and hours and there is also opportunity for additional hours as holiday cover. This is an office based position with some requirement for monitoring the spaces in use by community hirers in the school.		
Section H - Context/additional information		
The position is community focussed and the role is emerging. We use multiple computer based systems for lettings and for our early years department and accurate data entry is required. This is a front facing role and customer service is a large proportion of the requirement.		



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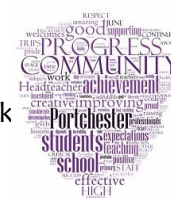
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PROGRESSION IN ROLE

Section J - Entry: Necessary role-related knowledge, skills and experience at selection

- Ability to communicate through telephone, email and in person.
- Ability to engage with computer programmes.
- Ability to work alone and in a team.
- Flexible in nature able to turn their hand to any task asked of them.
- Ability to take cash and credit cards and accurately record.

Section K – Initial induction/training required to become effective in the role

Estimated time to become operationally effective is 1 year.

- Trained in frontline customer service training
- Trained in appropriate computer system packages.
- Full understanding of the site and office procedures.

Section L – Operationally effective: How would effectiveness in role be demonstrated?

- Specialised in an area of the programme offered within the centre.
- Developing further skills in order to support their specialism.

Section M - Adding value: What characteristics will the advanced role holder demonstrate?

Working on own initiative within the office.

- Providing training to other staff on aspects of the community office procedure.
- Initiating change within the office set up.



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PERSON SPECIFICATION

Community Receptionist and Administrator

Quality/Skill	Essential (E)/ Desirable (D)	Application	Reference	Interview	Task
Qualifications					
GCSE Grade C in English and mathematics (or equivalent)	E	*			
Skills, knowledge and aptitude					
Able to work as part of a team and maintain effective relationships	E	*	*		
Good organisational ability	E	*	*		
Excellent administration skills	E	*	*	*	
Able to always maintain confidentiality	E	*	*	*	*
Developing social media content	D	*		*	
Able to work on own initiative	D		*		
Experience of working in a school setting	D	*			
Personal Attributes					
Good communication skills and ability to clarify and explain instructions clearly	E		*	*	*
Good interpersonal skills and sense of humour	E		*	*	*
A flexible and adaptable approach	E	*	*	*	*
Safeguarding					
The post holder demonstrates an understanding of and commitment to safeguarding and promoting the welfare of children and young people	E	*	*	*	



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Dear Applicant

Equality Monitoring

Thank you for your interest in the Community Receptionist and Administrator vacancy at this school. The school operates an equality policy to ensure that all staff and applicants always receive fair and equal treatment. As part of this policy, it is essential that we monitor the profile of our applicants in relation to their age, disability, gender identity, race, religion or belief, sex and sexual orientation.

The equalities monitoring form is designed to record and monitor the relevant data for this monitoring process. I would be very grateful if you could complete the form located in the Vacancies section of the website under 'Applications Forms and Equalities Monitoring Form' and return it to me.

The information on this form will be used for statistical purposes only and will not form any part of a record on you as an individual unless you are subsequently appointed to the school, in which case it may be held as part of a computerised personnel record on the school's HR system which is available for your inspection.

I am making this request in accordance with the recommendations of the Equality and Human Rights Commission. However, if you wish to discuss the content of the form or the use of the data, please let me know.

Yours sincerely

Mr R Carlyle
Headteacher



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Job Hazard Form

This form highlights hazards related to the role that could pose a risk to the post holder.

Role Title: Community Receptionist and Administrator

Manual Handling

This role requires manual handling operations. For example, *Chairs and tables on Trolley's*.

These manual handling operations are required on an occasional basis.

Display Screen Equipment

This role will require the postholder to be a Display Screen Equipment User. This will involve use of a *desktop computer and administration systems*.

Work Environment

This role is carried out in an office environment, there is some requirement to move around the school during hire times to monitor usage.

Work Equipment/Machinery

This role also involves working with display screen equipment.



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Policy Statement

This post is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 because it is a post which involves working directly with children or young people. If shortlisted for interview you are therefore required to declare whether you have any criminal convictions (or cautions or bind-overs) including those which are 'spent'. The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provide that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website: <https://www.gov.uk/government/collections/dbs-filtering-guidance>

Portchester Community School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant employment checks.



Headteacher: Mr R Carlyle BEd (Hons)

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