

# UPPINGHAM

## GROUP OF SCHOOLS

### Role Description

**Job Title:** Receptionist Apprenticeship, Maidwell Hall School

**Reports to:** Headmasters Personal Assistant, Maidwell Hall School

### Job context

Maidwell Hall is a co-educational boarding and day school, educating pupils from Reception through to Year 8. Situated in a beautiful part of Northamptonshire, pupils at Maidwell Hall are encouraged by a dedicated team of staff to make the most of the 40+ acres of parkland, woodlands, lake and sports fields. At the heart of the school estate is a 17th century manor house, and all these factors combine to provide the perfect place for young children to learn and grow throughout their formative years.

With a Pre-Prep which opened in 2020, Maidwell Hall is growing and currently educates over 140 pupils: around 50% of pupils fortnightly or flexibly board. In September 2022, Maidwell Hall joined the Uppingham Group of Schools (UGS), and the recent merger starts the school's next chapter, which will arguably be its most exciting and ambitious.

The School's extensive gardens cover approximately 54 acres together with the main building and Pre-Prep Building. The team strives to achieve quality grounds and buildings through the maintenance, development and improvement of all areas.

### Job purpose

Maidwell Hall School is seeking a dedicated and enthusiastic individual to join our team as an Reception Apprentice. This apprenticeship provides an excellent opportunity for professional development and hands-on experience in a dynamic educational environment.

The role holds a pivotal position within the front-of-house team, aiming to provide every visitor with a welcoming and positive experience. The apprentice will be instrumental in delivering exceptional customer service, maintaining operational efficiency and accuracy, all while actively supporting the broader functions of the school.

Comprehensive training will be provided, offering apprentices the opportunity to gain a qualification in either Business Administration or Customer Service. This role is particularly well-suited for individuals re-entering the workforce after a career break or those seeking their inaugural office-based position. Joining Maidwell Hall School and the esteemed Uppingham Group of Schools offers a platform for substantial career development.

### Your accountabilities

#### 1. Administration & Reception duties:

Conduct daily check-ins for pupils, creating and managing the whole day register. Additionally, send out daily communications and monitor school email inboxes. Keep a vigilant eye on the lunchtime register and promptly alert the Senior Management Team (SMT) to any omissions. Coordinate overseas pupil transport arrangements and organise packed lunches for leave-outs/half-terms. Engage in effective communication with parents, promptly responding to their requests. Manage phone calls and extend a welcoming approach to all guests. Take charge of stationary orders and assist at match teas, facilitating the signing-out process for children leaving the school site. Assist at match teas and facilitate the signing-out process for children leaving the school site.

2. **Database management:**  
Under the guidance provided, manage databases related to current, prospective students, and past parents.
3. **School calendar and diary management:**  
Efficiently manage the school diary and upload relevant information to the online calendar.
4. **Marketing:**  
Organise and send mailings to past, present, and prospective parents (e.g., Maidwell Matters). Update the website by amending the Google calendar, menus, and adding documents. Coordinate team and school photos, including booking, organising, naming, and liaising with the Head of Sport and Headmaster.
5. **Assessments:**  
Undertake assessment-related responsibilities, including printing and stuffing assessments in envelopes on leave-out Fridays. Distribute assessment envelopes to classes and print labels for assessments in advance.
6. **Post:**  
Organise all received mail, send pupil and staff letters, handle parcels, and distribute post within the school.
7. **Assisting Sports Department:**  
Enter calendar events, alert parents to changes, and assist in putting together and printing the sports day programme.
8. **Events:**  
Provide support for various events, including show jumping, summer party, concerts, church services, sports day, poetry competition, open days, and speech day.
9. **Additional Responsibilities:**  
Amend policies by reformatting and uploading. Assist the Deputy Head in various tasks and handle academic responsibilities such as managing merits and prizes, ordering stationary, ordering flowers, organising poppies, and sending out emails to parents.

#### Key relationships

##### Direct reports:

- Headmasters PA

##### Other personnel:

- Maidwell School Senior Leadership Team
- Maidwell Support Team
- Maidwell Teaching colleagues
- Uppingham Group of Schools wider group colleagues

#### Qualifications, skills and experience, personal qualities required

##### Skills and experience:

- Strong communication and excellent teamwork
- Strong IT skills including scrutiny and analysis of data
- Working in a busy environment with a focus on customer service

##### Personal qualities:

- Excellent interpersonal and written skills
- Self-motivated with good work ethic

- Highly organised, with the ability to manage multiple tasks or projects to tight deadlines
- Personable, supportive, and able to collaborate within a team, working collaboratively towards a culture which engages colleagues and fosters ideas
- Strong belief in the continuous improvement of customer service
- Diplomacy and sense of humour
- Be willing to work flexibly and outside normal school hours if reasonably requested to do so.

### Terms and conditions

Working hours Full time (hours to be discussed)

Salary £15,000 per annum

Probation period 6 months

### Benefits

Holidays The annual holiday entitlement is 30 working days, of which up to 5 days must be taken over the Christmas period. Public holidays in term time are normal working days; a day off in lieu is given at another time.

Pension scheme Defined contribution scheme: employee contribution matched by School by factor of two, up to 10% maximum.

### Benefits

50% contribution to premiums for the School's private health scheme  
 Free Westfield Healthcare  
 Free membership of dual-use Sports Centre (£25 annual joining fee)  
 Free staff lunches in term-time  
 School fee discount for school aged children  
 25% Holiday Club discount for children  
 Retail, gym, supermarket, cinema and restaurant discounts  
 Cycle to work scheme  
 Employee Assistance Programme  
 Occupational Health Services  
 Free annual flu jabs  
 Recognised as a "Disability Confident" employer  
 Recognised as a "Mindful" employer  
 Discounted RAC membership  
 Favourable rates and terms with local nursery  
 Working towards Investors in Diversity

### Safeguarding

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact, will be to adhere to and ensure compliance with the School's Safeguarding (Child Protection) Policy at all times. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School they must report any concerns to the School's Designated Safeguarding Lead (DSL) or to the Headmaster.

### Note

This Role Definition is not an exhaustive list of what may be expected of you in the role. It is non-contractual and may be amended by the School from time to time.

### Applications

Applicants should complete the School's application form, which can be obtained from the website ([www.uppingham.co.uk](http://www.uppingham.co.uk)) and returned, when completed, to [recruitment@uppingham.co.uk](mailto:recruitment@uppingham.co.uk), 01572 822216.

The HR Department

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