

# High Tunstall College of Science



INSPIRE | SUPPORT | ACHIEVE

Headteacher: Mr Mark Tilling

High Tunstall College of Science, Elwick Road, West Park,  
Hartlepool, TS26 0LQ

Tel: 01429 261 446

Web: [www.htcs.org.uk](http://www.htcs.org.uk)

Application Pack

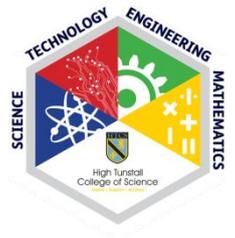
Customer Service/Administration Clerk

Required for February 2021  
(or as soon as possible)



HIGH TUNSTALL COLLEGE OF SCIENCE,  
Elwick Road, West Park, Hartlepool  
TS26 0LQ.

Telephone 01429 261446, Fax 01429 222856  
Email: [htadmin@hightunstall.hartlepool.sch.uk](mailto:htadmin@hightunstall.hartlepool.sch.uk)  
Website: <http://www.htcs.org.uk>



11-16 Co-educational comprehensive, N.O.R. 1259 (Foundation Status)

'A GOOD SCHOOL – OFSTED 2016

Customer Service/Administration Clerk, Band 5  
37 Hours, Whole Time, Flexible working hours

Due to the promotion of a member of the Admin Team, High Tunstall College is seeking to appoint a committed, enthusiastic and forward-thinking Customer Service/Admin Clerk. We are looking for a highly skilled administrator who has an artistic flare and fresh ideas. This is a fantastic opportunity to join a dynamic team, which is driving the College forward to continued improvement and success. High Tunstall College of Science is an outward looking college that believes in meeting the needs of all in its community.

**The successful candidate will have:**

- An NVQ Level 2 in Business Administration/Customer Service (or a relevant equivalent qualification)
- A minimum of 2 years recent relevant experience
- Experience of working in an office environment
- A good understanding and experience of using Microsoft Office applications, Social Media and Word Press

**The successful candidate will be responsible for:**

- Dealing with visitors, receive and make telephone calls, deal with personal enquiries and take action as appropriate
- Providing an administrative and clerical support service including typing, photocopying, filing, emailing and responding to enquiries
- Using relevant information and communication technology (ICT) resources to provide effective and responsive services
- Responding to queries from staff, students and parents/carers in line with college policy and procedures, giving information and advice as appropriate
- Maintaining computer records of students' personal details using SIMS as necessary.

High Tunstall College of Science is a true comprehensive school, which offers everything needed to succeed: high standards, high expectations, high quality learning and teaching and effective preparation for the challenges of a rapidly changing world. These qualities are reflected in our learning and teaching ethos and in the wide range of enrichment activities on offer.

*The College is committed to safeguarding and promoting the welfare of children and to equality of opportunity. An enhanced DBS will be required*

Application forms and further details are available on our website ([www.htcs.org.uk](http://www.htcs.org.uk)) or from the College and should be returned to the Headteacher, Mr Mark Tilling.

**Closing date: 11<sup>th</sup> December 2020**

**Start Date: 1<sup>st</sup> February 2021 or as soon as possible**

# Contents

- Message from Mr Mark Tilling, Headteacher
- General College Information
- Job Description
- Person Specification
- Making your application

# A Message from the Headteacher

December 2020

Dear Applicant

I would like to thank you for showing an interest in the post of Customer Service/Administration Clerk with in our Administration Team and if you decide to apply then you are taking the first steps in becoming a valuable member of my staff at High Tunstall College of Science.

I have been Headteacher of the College for over 10 years and see the inclusive, student centred approach paying dividends in terms of achievement and destinations. This was recognised by Ofsted in June 2016 when we received a "Good" rating for the first time in the College's history. Something we are very proud of and want to improve on.

As Headteacher I have three key principles in education, and these are as true for staff as they are for students. They are honesty, respect and equal opportunity. As a member of my team you will be treated with respect and given the opportunity to excel in your career and achieve your own personal goals during your time at the College. In return I expect all my staff to treat students with respect and give them a fighting chance in life by giving them all equality of opportunity by making sure all barriers to their learning are removed wherever possible. It will of course be the successful candidate's job to ensure this respectful and inclusive culture is adhered to in regards to students with additional and complex needs. This is a job for a person who truly believes in young people and the fact that every single student has a need to be met. The successful candidate needs to be committed to the whole and every student in the community of High Tunstall College of Science.

The third principle is as important as the others, if not more so. I believe that a successful educational culture is only possible when all in that community have open and honest discussions. I do not believe in shying away from the big decisions about student's education or the awkward discussions with staff regarding student performance. I actively encourage this robust dialogue so everyone knows their own challenge in ensuring the College improves even further.

The successful candidate will be joining a faculty that is central to our future success as a College and it is essential that students are at the heart of your philosophy. This post will be demanding in keeping up with the needs of our very talented and active students. As a College we continue to INSPIRE our students to engage in their studies with the correct level of SUPPORT which leads them to ACHIEVE their own personal goals in an exciting learning environment. We want you to be part of that inspiration and support as I am constantly amazed by the way our students engage in all the activities on offer. We are proud of their achievements and celebrate them all widely.

In November 2019 we moved into our fantastic new facilities, which have transformed the working environment for staff and students and we look forward to the future developments of the community resources.

In addition to the mainstream education provision at High Tunstall College of Science we have an additional resource provision for 20 students who have medical & physical difficulties and Autism. On site we also have an extensive provision for these students, individual support, hydrotherapy pool and personalised timetables to name a few. All our students that have an additional placement are a full member of the High Tunstall community and have a timetable that engages them in all or some of the mainstream timetable. We also host an additional resource provision for children with Social and Emotional and Mental Health issues within our alternative provision centre, "The Shine Centre". We pride ourselves in meeting the needs of all.

High Tunstall College of Science is a great place to work. Fantastic young people and colleagues who support each other are the key features of the College. We have developed our relationships with our parents/carers and the local community and believe that these relationships have blossomed over the last year. We want and desire to be the heart of the community and I am determined in this drive.

If you wish to find out more about High Tunstall College of Science I would like to encourage you to visit our website [www.htcs.org.uk](http://www.htcs.org.uk). If you choose to apply for the post then I look forward to receiving your application.

Yours faithfully

**Mark R Tilling**  
**Headteacher**

# General College Information

High Tunstall College of Science is a school that serves the community of North West Hartlepool and its surrounding villages. We are a truly inclusive college the governors and staff of HTCS strive every day to ensure that the very best education is provided for all.

At the heart of our ethos is the belief that it is our duty to inspire and support students, so that they achieve the very best that they can. This ambition has led to a dramatic improvement in the quality of teaching and learning across the college over the past 18 months. Every child has the right to be taught by teachers who are good and outstanding and to achieve this we provide comprehensive professional learning and development that is bespoke to the needs of individuals within the staff. The results of good teaching can be seen in all aspects of school life and therefore our attendance, achievement and behaviour have all improved.

Inspirational teaching is matched by the range of extra-curricular opportunities that are available for our students. These opportunities range from trips to New York to Top of the Bench Chemistry visits at the University of Teesside. These experiences are critical for the development of the students in our care and we try to ensure that all access as many opportunities as possible.

Inspiring teaching and opportunities can only be effective when placed within the context of a supportive curriculum and we pride ourselves on the breadth, challenge and quality of our offer. We offer a wide range of qualifications that prepare students for life post 16 whether they intend to follow an academic or vocational route. We are also confident that our KS4 curriculum will meet the demands of the new rigour in imminent changes to examinations and performance tables.

Our support goes beyond the curriculum and encompasses a wide range of systems and networks to help students navigate their way through college and adolescence. We are proud of the care and guidance that we provide for our most vulnerable students, but equally proud of the opportunities that we provide for our most able. This support, alongside quality teaching is helping us to close the gaps that are such an issue nationwide.

The High Tunstall community is based upon the principle that as a group of individuals we inspire each other and support each other, so that we all achieve. This principle underpins daily routines and practice, which has led to a community that is mutually respectful, offering an equal balance of support and challenge that leads to success for all.



## High Tunstall College of Science

### Job Description – Customer Service/Administration Clerk

#### 1. INTRODUCTION

**1.1 NAME OF POST HOLDER:**

**1.2 Post Title:** **Customer Service/Administration Clerk**

**1.3 Post Purpose:**

- To provide administrative support for the college
- To ensure efficient and effective day to day procedures are carried out

**1.4 Reporting to:** Office Manager

**1.5 Liaising with:** Headteacher, Headship Team, teachers and associate staff, LA representatives, governors, external agencies and parents.

**1.6 Working Time:** 37 Hours, Whole Time, Flexible working hours

**1.7 Salary/Grade:** Band 5

**1.8 Disclosure level** Enhanced DBS

#### 2. MAIN RESPONSIBILITIES

- To deal with visitors, receive and make telephone calls, deal with personal enquiries and act as appropriate
- To provide administrative and clerical support services, including photocopying, filing, faxing, emailing and responding to enquiries
- To use relevant Information and Communication Technology (ICT) resources to provide effective and responsive services
- Utilise Social Media (Facebook, Twitter and Youtube) platforms appropriately to promote college events and activities creating a positive public image of the college
- To type minutes of meetings and collate and distribute information as required
- To respond to queries from staff, students and parents in line with college policy and procedures, giving information and advice as appropriate
- To receive and send e-mails and faxes, and forward appropriately
- To receive and disseminate post and parcels
- Word processing of college documentation as requested
- Maintain the free school meal list, liaising with the Local Authority to ensure our data is accurate
- Updating the college website with relevant and accurate information using word press
- To maintain procedures for admissions and withdrawal of students and liaise with other schools as appropriate
- To ensure that the reception area and main office is kept tidy, informative and welcoming to staff and visitors at all times
- Maintain filing systems for all official documents
- Maintain computer records using SIMS of students' personal details as necessary
- Prepare all administration requirements for parent/carer evenings
- Produce detention letters under the direction of the Assistant Headteacher

- Book courses for colleagues and arrange transport and accommodation as appropriate
- To contact parents/carers regarding sick students, arranging collection for them
- This role is one part of the team of administration staff and there will, on occasions, be a requirement to cover for an absent colleague as directed by the Office Manager
- Any other duties commensurate with the duties/responsibilities/grade of the post

### **3. FIRST AID**

- Provide first aid expertise in the event of accidents and illness in college
- Use professional judgement to decide whether it is appropriate to send a student home and contact parent/carer
- Record accidents as appropriate in the accident book
- Maintain first aid boxes throughout the college, ensuring equipment is in date
- Maintain records of 'regular attenders' and take up with appropriate staff
- Liaise with H&SE as required
- Attend hospital as required with sick students and act as loco parentis

### **4. SUPPORT FOR STUDENTS**

- Attend to the students' personal needs, and provide advice to assist in their social, health and hygiene development
- Establish productive working relationships with students, acting as a role model
- Provide information and advice to enable students to make choices about their own learning/behaviour/attendance
- Challenge and motivate students, promote and reinforce self-esteem

### **5. SUPPORT FOR THE TEACHER**

- Liaise with feeder schools and other relevant bodies to gather student information
- Be responsible for keeping and updating records as agreed with other staff, contributing to reviews of systems/records as requested
- Establish constructive relationships with parents/carers, exchanging information, facilitating their support for their child's attendance, access and learning and support home to college and community links
- Clerical/admin support e.g. dealing with correspondence, compilation/analysis/reporting on attendance, exclusion etc., making phone calls etc.

### **6. SUPPORT FOR THE COLLEGE**

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person
- Contribute to the overall ethos/work/aims of the college
- Participate in training, other learning activities and performance development as required
- Attend and participate in meetings as required
- All staff in college will be expected to accept reasonable flexibility in working arrangements and the allocation of duties including duties normally allocated to posts at a lower responsibility level, in pursuance of raising student achievement and effective team working

**7. STAFFING:**

- To take part in the college's staff development programme by participating in arrangements for further training and professional development.
- To continue personal development in the relevant areas.
- To work as a member of a designated team and to contribute positively to effective working relations within the college.

**8. QUALITY ASSURANCE:**

- To help to implement college quality procedures and to adhere to those.
- To ensure that all documentation is produced to high standard and in line with the college's policies.

**9. MANAGEMENT INFORMATION:**

- To maintain appropriate records and to provide relevant accurate and up-to-date information for Management Information System, registers, etc.

**10. COMMUNICATIONS & LIAISON:**

- To communicate effectively with the parents of students as appropriate.
- To communicate and co-operate with persons or bodies outside the college.
- To follow agreed policies for communications in the college.
- To take part in liaison activities such as parents' evenings, tutor days and liaison events with partner colleges.

**11. MANAGEMENT OF RESOURCES:**

- To contribute to the process of the ordering and allocation of equipment and materials.
- To assist the Team Leader to identify resource needs and to contribute to the efficient/effective use of physical resources.
- To co-operate with other staff to ensure a sharing and effective usage of resources to the benefit of the College, faculty and the students.

**12. PASTORAL SYSTEM:**

- To alert the appropriate colleague(s) to problems experienced by students
- To communicate as appropriate, with the parents of students and with persons or bodies outside the college concerned with the welfare of individual students, after consultation with the appropriate staff

**13. COLLEGE ETHOS:**

- To play a full part in the life of the college community, to support its distinctive mission and ethos and to encourage staff and students to follow this example.
- To promote actively the college's corporate policies.
- To comply with the college's Health and Safety policy and undertake risk assessments as appropriate.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

**14. SIGNATURES:**

The college will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date below but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

**Signed** \_\_\_\_\_

**(Customer Service/Admin Clerk)**

**Signed** \_\_\_\_\_

**(Headteacher)**

**Dated** \_\_\_\_\_

**(Customer Service/Admin Clerk)**

**Dated** \_\_\_\_\_

**(Headteacher)**



## Person Specification Customer Service/Administration Clerk

Attributes	Essential	Desirable	Assessment
<b>Qualifications &amp; Training</b>	<ol style="list-style-type: none"> <li>1. 4 GCSE A-C including English</li> <li>2. Level 2 Typing Qualification</li> <li>3. NVQ Level 2 in Business Administration/Customer Service or relevant equivalent</li> <li>4. First Aid</li> </ol>	<ol style="list-style-type: none"> <li>1. Level 3 Typing Qualification</li> <li>2. NVQ Level 3 in Business Administration/Customer Service or relevant equivalent</li> </ol>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Letter of application</li> <li>• References</li> </ul>
<b>Experience</b>	<ol style="list-style-type: none"> <li>1. A minimum of 2 years recent relevant administrative experience including experience of word processing mail merge documents, spread sheets and maintaining records</li> <li>2. A minimum of 2 years recent relevant experience of working in a customer focussed role, including handling a wide range of queries and acting upon them</li> <li>3. Working in an office environment</li> </ol>	<ol style="list-style-type: none"> <li>1. Working in a school environment</li> <li>2. Public Relations</li> </ol>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Letter of application</li> <li>• References</li> <li>• Interview</li> </ul>
<b>Knowledge &amp; Understanding</b>	<p>Applicants should be able to demonstrate good knowledge and understanding of the following areas:</p> <ol style="list-style-type: none"> <li>1. Word, Excel, Powerpoint, Publisher, Email, and Social Media (Facebook, Twitter and Youtube)</li> <li>2. Dealing with a busy reception and office environment/dealing with visitors in a professional manner</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of working with SIMs</li> <li>2. Updating website content using Word Press</li> </ol>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• Letter of application</li> <li>• References</li> </ul>
<b>Skills &amp; Personal Qualities</b>	<ol style="list-style-type: none"> <li>1. Professional approach to work</li> <li>2. Excellent attendance and punctuality</li> <li>3. Ability to work to strict deadlines</li> <li>4. High standards of English</li> <li>5. Ability to prioritise workload</li> <li>6. Positive and proactive attitude to work</li> <li>7. Fast and accurate typing ability</li> <li>8. Polite manner</li> <li>9. Ability to work calmly under pressure</li> <li>10. Able to work as part of a team and on own initiative</li> <li>11. Approachability</li> <li>12. Ability to communicate effectively with staff, students, parents/visitors</li> <li>13. Good organisation skills</li> </ol>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Letter of application</li> <li>• References</li> <li>• Interview</li> </ul>

# Making your Application

- If you would like more information or wish to see the College in action, please contact Mrs Helen Meggs, Headteacher's PA on 01429 261446 or email [hmeggs@hightunstall.hartlepool.sch.uk](mailto:hmeggs@hightunstall.hartlepool.sch.uk)
- Curriculum Vitae is not required
- Candidates are asked to complete fully a High Tunstall Application Form available on the College Website
- You are asked to enclose a letter as part of your application of no more than 2 A4 sheets explaining your career to date and what makes you right for our post of Customer Service/Administration Clerk.
- We look forward to receiving your application by 12 noon on Friday 11<sup>th</sup> December 2020, 12noon ideally via email to [hadmin@hightunstall.hartlepool.sch.uk](mailto:hadmin@hightunstall.hartlepool.sch.uk) or posted to Mr Mark Tilling, Headteacher, High Tunstall College of Science, Elwick Road, West Park, Hartlepool, TS26 0LQ.

*The College has adopted the principles of Safer Recruitment and will safeguard and promote the welfare of children and young people and expects all staff and volunteers to do the same. If successful, you will be subject to an enhanced DBS check.*