

RECEPTIONIST

Candidate Pack



HEADTEACHER'S WELCOME



Thank you for your interest in applying to Dame Alice Owen's School. Though much of the information we have about our school is available on our website, we know you are busy so have put some key information in this pack to help you understand who we are and what we do.

Our school was founded 400 years ago by Dame Alice Owen, a remarkable philanthropist with an unusually modern vision for education. She established the first school in Islington and, as demand outstripped space, it moved to its current setting, in the Hertfordshire countryside, in 1976.

Today, Owen's is an exciting place to work where *"staff overwhelmingly feel well cared for"* and behaviour is *"exemplary."* [Ofsted December 2023] Ours is a school where teachers love talking about teaching and learning, where relationships between students and staff are positive and strong, and where we do what we can to keep workload manageable. We are never complacent; we are always looking for marginal gains in order to keep what we do reasonable, but exciting. It is the combination of interested students, dedicated staff, supportive parents, a rigorous and empathetic Governing Body and school leadership team (staff and student) which makes our school such a special place to be.

Dame Alice Owen's School is a mixed, partially selective secondary school with approximately 1,470 students including over 450 in our vibrant and highly successful sixth form. Our school benefits from some of the most able students in the country. In the 2025 A level examinations; 66% of all A level grades were A*-A with 89% of grades being awarded A*-B. In GCSE examinations, students achieved an average Attainment 8 score of 73.6 with 29% of all grades awarded at level 9 and 95% of students achieving 5 or more grades 9 – 4 including English and Maths (there is no Progress 8 score for 2025 due to Covid but in 2024 it was +0.92). Many of our school leavers from Year 13 have offers from top universities to choose from, including an average of 15 places at Oxbridge each year.

We were delighted to be recognised as 'The Sunday Times Regional School of the Decade' in 2020 and the country's highest ranking non-fully selective *state school of the year* many times over, including for 2025! Securing a place at Owen's has been described as *"winning the lottery"* in the Good School Guide, *"the golden ticket"* in Tatler and Ofsted judged us *"outstanding"* in all categories in December 2023, with no areas for improvement.

If you'd like to come and join us, we would love to meet you and talk to you more. Please call to arrange a chat, if you would like to, or just send us your completed application pack. I look forward to meeting you

Hannah Nemko
Headteacher



RECEPTIONIST

Part Time, Permanent and Temporary Posts

Various shifts available: Monday, Wednesday & Friday, 8am - 12.30pm and/or 12.30pm - 4.30pm

Required as soon as possible

Closing date: 9am, Thursday 20 November 2025

Interview date: Friday 28 November 2025

Hours per week to be decided, term time plus 2 weeks summer holiday working

Salary scale: H3/5, pro-rata actual annual salary dependent on number of days and hours worked (£25,583 for the full-time equivalent post)

We reserve the right to make an appointment before the closing date, so early applications are encouraged.

The Governing Body of this highly successful, partially selective, mixed school invites applications for the permanent post of Receptionist to join our busy support staff team. This is a vital position with responsibility to ensure all our visitors are treated courteously and appropriately whilst upholding the school's stringent safeguarding procedures. Reception experience gained in a large secondary school/academy is desirable but not essential. The post will appeal to a flexible, enthusiastic, proactive and conscientious person who can work alone as well as part of a team, showing their own initiative.



WHY WORK AT OWEN'S

At Dame Alice Owen's, we appreciate that when staff are well looked after, and conditions are right for learning, students and staff thrive.

Owen's has a relaxed, supportive environment, the atmosphere is friendly and collegial and staff are nurtured and supported. Students at Owen's are engaged, well-motivated and behavioural issues are rare and well managed. The Senior Leadership team are fully aware of the importance of a good work life balance and are mindful of this when supporting the teams they line manage. Meetings are kept to a minimum. There are regular, whole staff and departmental social events throughout the year, and, with a nod to our 400 year old traditions, Owen's is often a fun and interesting place to be.

Working at Owen's is not just a job; it's a fulfilling and rewarding experience that goes beyond the classroom, positively shaping both students' futures and the careers of all those who work with them. If you would like to work in a school where your passion for supporting young people and contributing to their future success can truly flourish, Owen's is the perfect place for you.

In addition to this we also offer a variety of benefits including:

- Access to an Employee Assistance Package, which provides staff with a wide range of health and wellbeing services including 24 hour access to a GP;
- Excellent facilities and resources including a Fitness Suite which is open to all staff for certain hours outside of the school day;
- Free on school site parking;
- Staff child places, in line with our admissions procedures;
- A great location - the school is situated on an attractive 35-acre site in the Green Belt. Central London is easily reached, in 15 minutes, by rail from Potters Bar and the school is close to motorway links.

Hear from members of our Staff in the [video here](#) about why they enjoy working at Dame Alice Owen's School.



JOB DESCRIPTION

Post Title: Receptionist
Responsible to: School Business Manager/HR Manager

Job Purpose

- To provide an efficient and courteous reception service.
- To support the school's safeguarding procedures in terms of visitor access and school access control.
- To provide general administrative support to the school.

Main Duties and Responsibilities

- To answer the switchboard, allocate calls to appropriate staff and answer queries where possible and appropriate.
- To control access to the grounds of the school by controlling the entrance gates via use of the intercom.
- To control access to the main building.
- To control timings of the entrance gates via use of NET 2.
- To greet visitors and sign them in appropriately via Entrysign, following school safeguarding procedures.
- To administer the Entrysign Visitor system.
- To distribute emails received through the generic school email inbox to the appropriate members of staff.
- To invoke SLT callout procedures where necessary.
- To process incoming and outgoing post, including internal post.
- To deal with queries from parents/students/visitors as they arrive at the reception desk.
- To liaise with bus companies to inform them of changes in the school day, or any other issues as appropriate.
- To deal with students who have forgotten/lost their locker key.
- To order spare locker keys when necessary.
- To sell & record sales of past papers.
- To create paperwork required for parents evening.
- To order a Christmas Tree.
- To archive admin emails.
- To complete any other general school administration deemed appropriate for your role by the Line Manager, or Headteacher.

PERSON SPECIFICATION

Qualifications and Training	Desirable/ Essential
Good level of IT skills	E
Good level of literacy and numeracy	E
5 GCSEs or equivalent including grade C in English and Maths	E
Personal	
Flexible	E
Excellent communication skills	E
Approachable, friendly, helpful and able to find solutions	E
Ability to maintain a professional manner in challenging situations	E
Calm, unflustered manner	E
Good sense of humour	E
Competence	
Good organisational skills and good time keeping	E
Ability to confidently handle queries and challenges	E
Experience of working in an educational and/or social care setting with young people	D
Familiarity with office equipment (phone systems, copiers, franking machines)	D
Demonstrable awareness relating to the welfare and protection of children	D
A positive attitude to personal development and training	D
Ability to work alone and as part of a team	E

HOW TO APPLY

Applications will be accepted by completion of an application form via MyNewTerm on our vacancies page - <https://damealiceowens.herts.sch.uk/introduction/vacancies/>. We are not able to accept CVs for any posts based in school.

To arrange a tour or informal discussion about this position, please contact Karen Acosta, HR & Payroll Manager, via recruitment@damealiceowens.herts.sch.uk

The school is committed to safeguarding children, young people and vulnerable adults and promoting the welfare of children and expects all staff to share this commitment. Please take time to read our [Safer Recruitment](#) and [Safeguarding and Child Protection](#) policies.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and applicants will be required to declare any convictions, cautions, reprimands and warnings that are not “protected” (as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013 and 2020)). Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers, scrutiny of the information provided in your application form and an enhanced Disclosure and Barring Service disclosure check.

We fully appreciate the time and consideration which go into applying for a new job. If there is anything we can do to help you through this process or if you have any general enquiries, please do not hesitate to ask via recruitment@damealiceowens.herts.sch.uk

