



SUCCESS FOR ALL
EDUCATIONAL TRUST



Redden Court School
Committed to Success for All

OUTSTANDING IN ALL AREAS



RECRUITMENT PACK

Dear Colleague,

Post: Student Services Receptionist

Thank you for your interest in this post. To help you decide if the job would suit you please read through this recruitment pack, which we hope will give you a flavour of what the school is about and of what we expect from the successful candidate.

Redden Court School is a high achieving, successful, well-ordered and caring mixed comprehensive school for students aged eleven to sixteen which was recognised as being an Outstanding School in 2022. We are very proud of our school, our students and the Harold Wood community in which we serve.

Our vision is focused on 'Commitment to Success for All' with aspiration for all members of our community. Redden Court is the founding member of the Success for All Educational Trust.

If you would like to become a member of our thriving and successful community, please apply via 'Mynewterm' which can be accessed [here](#) by the deadline of Monday 3rd November at 9am. Interviews to take place Friday 7th November. We reserve the right to close this vacancy early if we receive sufficient suitable applications for the role. If you are interested in the role, please submit your application as early as possible.

If you wish to have an informal discussion about the post before applying please feel free to contact Mr K. Ward, Deputy Head on 01708 342293 or by emailing kward@reddencourtcloud.co.uk. Our last Ofsted report can be found [here](#)

I look forward to receiving your application.



Yours sincerely,

Mr A Henry
Headteacher

General Information

The Redden Court School motto "**Committed to Success for All**" embodies what our school believes in and represents our common goal. We aim to incorporate this vision into everyday school life and ensure that all students have the best opportunities made available to them. Success can and will be found in different goals for a vibrant and varied student body and we value all of our students as individuals with unique talents and interests. We support our students to always be the best that they can be.

Notable Achievements

- In 2022, Redden Court School was recognised as being an Outstanding School with the additional accolade of being Outstanding in all areas
- In 2021, Ofsted recognised there was enough evidence of improved performance to suggest that the school could be judged outstanding if the inspectors were to carry out a section 5 inspection now. The school's next inspection will be a section 5 inspection
- In 2021 we were awarded the Wellbeing Award for Schools
- In 2020 we were awarded the SSAT award for exceptional outcomes for our SEND Students
- We have recently been re-accredited as a Thinking School by the CEDU at the University of Exeter
- In 2019 we were awarded the 'Quality in Careers' standard for our work in this area

Building and Resources

The school is situated in Greater London, Romford, close to the M25, A12 and A127 and just 10 minutes walk from Harold Wood Railway Station. The school has on site parking for staff and visitors.

The school was built in 1931. Over the years we have expanded the site to accommodate our growing number of students, including two brand new buildings. We have new state of the art facilities in Science, technology and PE. Furthermore, there has been lots of renovation to the existing buildings which makes the school a pleasant learning environment for students and those to come. Our students enjoy well presented classrooms, clean and well kept facilities as well as pleasant dining and social time areas.

SLT

- Mr A Henry, Headteacher
- Mr S Carrington, Deputy Head (Quality of Education)
- Mr K Ward, Deputy Head (Behaviour, Attitudes and Safeguarding)
- Miss T Greaves, Assistant Head (Curriculum, CPD and Teacher Training)
- Ms J Tyldesley, Assistant Head (Inclusion and SENCo)
- Mr T Hughes, Assistant Head (Student Achievement)
- Mr D Pendred, Assistant Head (Technology and Communication)
- Mr M Hoque, Assistant Head (Personal Development and Enrichment)
- Mrs C Jacques, Assistant Head (Teaching and Learning)

- Mr B Fox, Associate Assistant Head (Teaching and Learning)
- Miss C Morris, Director of Administration

Staff

We have 72 teachers, who are supported by 60 professional and competent Student Development Assistants and support staff. We work as a unified team to support and enhance the learning experiences of our students.

Wellbeing

Redden Court values its staff's well being. We endeavour to offer a holistic approach to ensure all our stakeholders are supported in their emotional, physical and mental health.

We offer the following staff benefits:

- Child places at Redden Court School are available for staff who are employed at the school (subject to conditions).
- Career Development (apprenticeships, support towards achieving further qualifications, leadership programmes, progression opportunities, teacher training, shadow opportunities and a vast CPD programme of relevant courses)
- Pension
- Two week October half term
- All teaching staff are allocated a Chromebook
- Multi Gym available for staff use
- Staff supervision sessions with a trained professional
- Cycle-to-work scheme
- Regular staff social and get-together events
- A regular staff survey consults staff and takes actions based on the results.

Edtech

Redden Court School has been recognised as a specialist of computing technology for over a decade, and has always invested in modern technology to enhance the curriculum.

The Department for Education selected Redden Court School in 2020 as one of its Edtech Demonstrator schools to support 100s of other schools in the country with their use of technology in education. This was initially to help schools to respond to the pandemic but the project has continued to expand. In 2017 Google selected us to become one of the only Google Reference Schools in the UK as a result of our success over the years, giving us early, exclusive access to upcoming tools and the opportunity to attend and showcase at events. We have also gained international recognition welcoming many visitors from abroad to support them with their own development.

Google Workspace for Education is an exciting and innovative way of learning, introducing easy tools to engage students whenever, wherever on any device. In 2012, we adopted this free web-based communication and collaboration suite available to education establishments. With products including Gmail, Google Classroom, Calendar, Drive, Docs, Meet, Slides and Sites, we recognise the

influence that these tools have on classroom and distance learning, our collaboration inside and outside of school, improvements in administrative efficiency and providing remote access for all. This enables all our students and staff to have access to the most up-to-date technology.

We have also rolled out a 1:1 Chromebook scheme with our students, with many of them buying the device through us, as an affordable browser-based device that provides quick, simple access to our online platforms. We also provide teaching staff with a Chromebook to support our edtech focus. Staff are offered a wide range of CPD to develop their skills in this area.

Recent Results

Results 2024	Redden Court School
Progress 8	+0.33
Attainment 8	51.1
9-5% English & Maths (strong)	53%
9-4% English & Maths (standard)	75%
Ebacc % entered	78%
Ebacc APS	4.83

Pastoral Care

We currently have 1066 students at Redden Court School. The pastoral team is particularly well staffed and this allows us to form a wide and comprehensive net of care around our student body.

The team is made of:

- Deputy Head - Pastoral Care
- Pastoral Director
- 5 non-teaching Heads of Year
- Home School Support Worker
- Education Welfare Officer
- 2 Learning Mentors
- 3 Student Service Officers
- Pastoral Support Officer
- Pastoral Administration

We also buy in counselling and mentoring services which, taken as a whole, provides a support base to our students which is second to none.

SEND

We are proud of our reputation for achieving exceptional outcomes for our children with special educational needs and disabilities. We support our students with SEND in mainstream with a combination of in-class support systems and withdrawn interventions. Children who need a higher level of support are educated in our Nurture Group and move on to study GCSEs on the Blue Pathway where they benefit from small classes and a high ratio of adults to children.

Redden Court also supports some children with EHCPs using our Additional Resourced Provision (ARP) funding. We are pleased to be able to offer bespoke packages of support for our children with the most complex needs.

Our dedicated SEND team consists of 6 SEND Teachers and 22 Student Development Assistants (SDAs) managed by our deputy SENCO. Leaders on the SEND team are highly invested in developing staff. Many former SDAs have found their experience on the SEND team to be a vital step as they move towards new careers in teaching, mentoring, counselling or other pastoral work with children. At Redden Court, we have a strong tradition of encouraging our staff to develop their careers.

CPD and Training

We invest heavily in our own staff training and development at all levels, from Initial Teacher Training, Associate and support Staff, through to Senior Leadership level. We run an in-house comprehensive programme each year which includes whole school CPD, faculty training, ECT and RQT professional studies, ASPIRE Teaching and Learning workshops and additional voluntary training sessions. We also offer a wide range of opportunities for staff to gain leadership experience such as termly or yearly secondments onto the pastoral team or senior leadership team. In addition we subscribe to the National College and actively encourage staff to take responsibility for their own professional development by completing courses and certificates online.

Values and Ethos

At Redden Court School our staff values are closely aligned to our student values, ASPIRE. Every individual is valued for what they contribute to our community.

- ★ **Ambitious** - To be passionate in our desire and determination to achieve success and exceed our potential.
- ★ **Supportive** - To provide encouragement, physical and emotional support to others where it is needed.
- ★ **Professional** - To recognise ourselves as role models and demonstrate positive examples to students and each other at all times.
- ★ **Innovative** - To be creative and open to change and new ideas.
- ★ **Respectful** - To treat others with dignity and respect; to celebrate and welcome diversity.
- ★ **Equality** - To promote and ensure that every individual has an equal opportunity to make the most of their lives and talents.

Collectively these values help to raise standards, develop positive behaviours and develop individuals. We recognise that through these values our staff work towards a common goal that supports the vision for our school.

Advert

Part Time Student Services Receptionist (Secondary)

Scale 3 (points 5-6)

Start Date: January 2026 (or sooner if available)

Actual Salary - £17,132 - £17,376

9.00am-2.00pm, 25 hours per week, 38 weeks per year

"Pupils are proud to attend this school. They say it is friendly, warm and safe. Pupils have respectful relationships with teachers."

"Teachers are enthusiastic subject experts. They check pupils' understanding often. Pupils' work and attitudes to learning reflect teachers' high expectations."

Pupils flourish here. They work hard in class and take their education seriously"

"The provision for pupils' wider development is exceptionally well thought through"

"Leaders have high expectations of all pupils' achievement"

"The behaviour of pupils is exemplary. Pupils are motivated by rewards for showing their positive attitudes, such as trying hard in class or being helpful around the school. They are polite and respectful and readily celebrate their peers' successes"

Ofsted

We are seeking to appoint a methodical, well organised and enthusiastic colleague to join our school office team.

Some of the main responsibilities of the role include the administration and co-ordination of first aid and appropriate forms, issuing students with timetables if lost, contacting parents/carers to give student information when necessary, collecting and handling trip forms, tickets and goods sold to students. You will also cover the main school reception as needed.

There would be a requirement for the successful candidate to undertake all relevant first aid training such as epipen training to support the needs of our students.

The school believes in Committed to Success for All and continuing professional development and developing the skills and knowledge of our staff through a thorough appraisal system.

As an employee you will have access to the Local Government Pension Scheme and be covered by our excellent well-being support and medical cover programme through MyMedicash. This includes;

- Claim back the cost of your dental bills or new glasses (up to your annual limit)
- Wide range of therapy treatments covered, including physiotherapy

- Access to payment for private specialist consultations
- mProve, Physio & SkinVision included
- Options to upgrade and include your partner via personal direct debit

Child places at Redden Court School are available for staff who are employed at the school.

We are committed to safeguarding and promoting the welfare of children and young people and we expect all staff to share this commitment. We require the successful candidate to undertake an enhanced criminal records check via the Disclosure and Barring Service.

At Redden Court School we are dedicated to building and embracing a diverse, inclusive and equitable school environment. This ensures that everyone is welcome, included and given the opportunity to take part. We recognise and celebrate the range of diverse qualities that we all bring. We welcome enquiries from everyone and value diversity in our workforce. Applications are welcome from all sections of the community regardless of gender, gender identity, ethnic origin, disability, age or sexual orientation.

References from 2 previous employers will be sought prior to interview.

To apply and for further information please click [here](#) by the deadline of Monday 3rd November at 9am. Interviews to take place on Friday 7th November.

We reserve the right to close this vacancy early if we receive sufficient suitable applications for the role. If you are interested in the role, please submit your application as early as possible.

The use of AI is strictly forbidden in the application/interview process

Job Profile

Job Title: Part Time Student Services Receptionist

Grade: Scale 3 (points 5-6)

School: Redden Court School

Reports to: Deputy Head of Behaviour, Attitudes and Safeguarding

Job purpose and context

The Student Services Coordinator is responsible for:

- Providing a professional and customer focused service for students to support their well-being and learning
- Providing a professional and customer focused service for colleagues

Principal Responsibilities

- Assisting with first aid.
- Complete accident and incident report forms.
- Taking phone calls from the outside line.
- Work as a team and learn the roles of the attendance officer and medical coordinator to be able to support other colleagues in periods of absence.
- Support form tutors and students by attending school trips, fixtures etc.
- Contact parents as required where information is needed or to advise parents as required.
- Supervise and organise the student runner.
- Completing photocopying, filing and administrative tasks as required.
- To provide support to the team and complete any reasonable duties requested by Mrs Stuart/Mr Ward.
- Keep accurate data on the amount of visits to student services and provide a termly report of those visits.

- Supervise and oversee the keys for the toilets
- Helping to organise and collate students groups to make sure they are present at special projects e.g. mentoring groups and workshops
- Help with the collection of detentions
- Keep the minutes of the all staff briefing
- To assist with the administration of Y7 transition
- Distribute and track the delivery of uniform + PE kit
- Provide hospitality for guests and visitors including the arrangement of refreshments.
- Distribute internal mail and frank post.
- Work closely to support the pastoral team with student information.
- Use ParentPay to distribute messages, revision guides and school purchases.
- To return, where required, lost property to students.
- To undertake additional duties as required by the Head Teacher commensurate with the grading and nature of the post.

Other Professional Responsibilities

- To take appropriate action to identify and minimise any risks to health, safety and security in the immediate working environment.
- To work in accordance with the values of the school particularly with regard to promoting positive attitudes towards tolerance and respect for other people.
- To work in accordance with school policies and procedures as identified in the staff handbook and school policy folder.
- Cover main reception if required

Notes:

1. The school expects its employees to work flexibly within the framework for the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that is not specified in the job profile but which is within the remit of the duties and responsibilities.

2. Staff in schools work subject to statute and many policies and procedures. The postholder will be expected to become familiar with these and work in accordance with them.
3. It is necessary within a school environment to be flexible to meet the needs of students and the wider school community.

Student Services Receptionist Person Specification

REQUIREMENTS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS			
Ability to provide a high level of customer service.	✓		A, I
Good verbal and written communication skills	✓		A, I
The ability to act tactfully and sensitively to the needs of children and parents	✓		I
Ability to communicate professionally at all levels within the school community to students, staff, parents, governors and visitors.	✓		A, I
To remain professional at all times and ensure professional boundaries	✓		I
Maintain high levels of accuracy and attention to detail	✓		T
Ability to manage own time and prioritise appropriately	✓		T
Display initiative and be proactive in solving issues and problems	✓		A, I, T
The ability to maintain accurate records	✓		I
To ensure confidentiality is upheld at all times	✓		I
To have the ability to manage own time and prioritise your work accordingly	✓		A, I
KNOWLEDGE			
To have an understanding of how a school office operates	✓		I
Appreciation of Safeguarding and Child Protection within a school context	✓		I
Knowledge of Health & Safety appropriate to the role	✓		I

To have working knowledge of Microsoft Word, Excel and use of various databases	✓		A, I
EXPERIENCE			
Experience of working with children	✓		A
Considerable IT experience	✓		A, I
QUALIFICATIONS			
GCSE/NVQ Level 2 or equivalent in literacy and numeracy	✓		A
Up to date First Aid Qualification	✓		A