

Oaklands Catholic School and Sixth Form College



APPLICATION PACK FOR BUSINESS SUPPORT ASSISTANT - RECEPTION



Excellence in
S.T.E.M.
@ Oaklands

Potential for Greatness



THE SIXTH FORM
Oaklands Catholic School

Business Support Assistant - Reception Community Unity Opportunity



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Business Support Assistant - Reception

Permanent Appointment, Full-time, 40 weeks per year

Term-time only - 39 weeks plus 4 days

37.25 hours per week, 8.15am – 4.15pm Monday-Thursday and 8.15am – 4pm on Fridays (with 30 minutes unpaid lunch break each day)

Salary grade B1 £24,796 – B3 £25,128 FTE 27.5 hours

Salary grade C1 £25,186 – C5 £26,244 FTE 10 hours

Actual salary £21,845.57 - £22,307.83 Actual

This opportunity is one that I hope will capture your enthusiasm and I would like to thank you for your interest in this post. The Governors are seeking to appoint a motivated and enthusiastic Business Support Assistant - Reception.

The successful candidate reporting to the Business Support Manager will be responsible for providing reception and administrative services to support the teaching and learning of the school. As a school receptionist, you serve as the first impression for students, parents, and visitors. This role allows you to create a welcoming and professional environment, ensuring that everyone feels valued and supported when they enter our school.

If you are a Catholic, you will understand the distinctiveness of Catholic schools such as Oaklands and this will be attractive to you. You do not have to be a Catholic to work at Oaklands; the Governors welcome applications from candidates of differing faith backgrounds or none who can be supportive of the school ethos.



The key accountabilities of the Business Support Assistant - Reception are:

Principal responsibilities

Customer Service

- Promote the image of the school in all contact with the outside world
- Act as the first point of contact for general parent/student/visitor enquiries, responding within standard procedures or referring the enquiry to an appropriate destination
- Perform reception duties in an efficient, professional and courteous manner
- Operate the main switchboard and refer enquiries to the appropriate destination
- Ensure all visitors comply with safeguarding guidelines and have the appropriate ID/DBS etc checks where appropriate

Administration

- Operate and have responsibility of a variety of standard office machines including a personal computer, signing in machine, franking machine and badge machine
- Order reception resources as required to include inventory rolls, stamps, signing in machine cards etc
- Enable WiFi connection to external visitors
- Oversee the collection of returned parcels as instructed by the budget holder

- Be point of contact for student exam certification collection in accordance with guidelines
- Tidy and maintain reception area
- Annual re-organisation of staff pigeonholes
- Produce admin packs at the beginning of the academic year for the Business Support Team
- Collection of exam paperwork as instructed by the exams officer
- Provide basic absence cover to attendance as required
- Basic administration support to the Careers Lead; data inputting, making/confirming appointments and calls, sending emails
- Basic administration support to DOE leaders, data inputting, booking camp, booking transport, sending emails and message reminders etc
- The duties above are neither exclusive nor exhaustive and the post holder may be required to carry out appropriate duties within the context of the job, skills and grade

Fire Marshall

- To take register of visitors to the school and report back to the Fire Roll Call Manager

Staff Management Teamwork

- Work co-operatively with others towards shared goals
- Support the induction of new members of the team and contribute to the development of others within the team through shared knowledge
- Provide cover for colleagues when required

School policies and regulations

- To work at all times in accordance with the mission and values of the school
- General knowledge of school policies and procedures
- Knowledge of Health & Safety/security regulations and procedures
- Pursue personal development skills and knowledge necessary for the effective performance of the role

The duties and responsibilities in this job description are not restrictive, and the post-holder may be required to undertake any other duties that may be reasonably required from time to time. Any such duties should not, however, substantially change the general character of the post.



Oaklands is a Catholic Academy taking in boys and girls from 11-18, which has been established by the Diocese of Portsmouth for the education of Catholic children who live within the designated parish catchment area allocated to the school. In addition, Oaklands also takes in a number of children from other Christian denominations whose parents have specifically requested a Catholic education at the school, provided that they satisfy the criteria laid down in the Governors' Admissions Policy.

Oaklands has over 1,300 students on roll, including a Sixth Form College of 220 students. It is a well-established comprehensive school, which is well supported by parents and highly respected in the community. Oaklands offers a full range of GCSE and A Level courses. Students at all levels are provided with challenge and support as appropriate. The school's success is rooted in a strong academic tradition.

The school is part of a soft federation, working closely with other local schools, which provides an opportunity to share expertise and resources. We are also part of the wider Edith Stein Partnership, working closely with other local Catholic schools across primary and secondary phases.

We are on an exciting and imaginative journey; providing the best support possible for teaching and learning is at the heart of what the support services aims to achieve, including:

- Modern or refurbished buildings, maintained to the best possible standards
- Up-to-date furnishings and equipment to meet today's education needs
- Efficient and relevant processes and procedures
- Continuous Improvement – empowering staff to take responsibility for areas of change

Oaklands stands within attractive and extensive grounds, including woodlands and playing fields. Well-equipped specialist facilities are provided for all areas of the curriculum. In recent years, Oaklands has undergone major refurbishment in many areas.



PERSON SPECIFICATION

Essential:

- GCSE (or equivalent) in English and Maths
- Good organisational skills
- Good time management skills
- Skilled at paying attention to accuracy and detail
- Excellent interpersonal skills, verbal and written
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Values and respects the views and the needs of children and young people
- Displays commitment to the protection and safeguarding of children and young people
- Ability to work in a Catholic School, sensitive to the ethos
- Excellent communication skills
- Ability to work under pressure
- Stamina, initiative and resilience
- Confidentiality and discretion
- Good Health
- Strong commitment to teamwork and partnership

The following would be desirable:

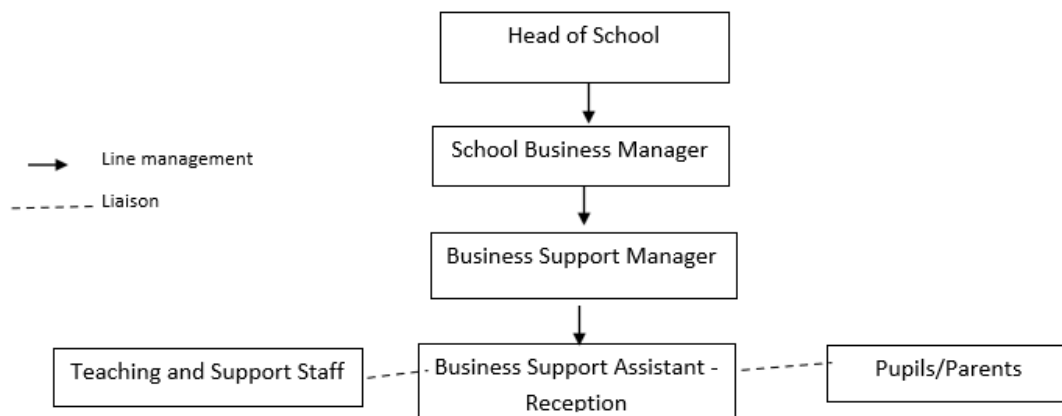
- Previous experience in a similar role
- Experience of working in an educational establishment (mixed comprehensive school)
- Experience of developing positive relationships with a range of different students
- Excellent I.T skills, including Microsoft Word, Excel and Teams
- Previous experience of working with schools' SIMS system

- Previous experience of working with schools' ClassCharts
- Understanding of the school's role in the Community
- Understanding of the core purpose of Oaklands Catholic School and Sixth Form College
- Ability to forge and maintain good relationships with staff and students
- Sense of humour
- Willingness to train as Fire Warden/First Aider

The duties and responsibilities in this job description are not restrictive, and the post-holder will be required to undertake other reasonable duties as requested by the line manager.

Please note all staff will be required to complete and obtain a clear Enhanced DBS and 3 pieces of original ID for this process must be produced.

All applicants for this position must evidence Right to Work.



The key decision making areas in the role

- Prioritise tasks/workload
- Referral of enquiries to appropriate member of staff as appropriate

The role dimensions

No. of pupils: 1350+ (secondary)

No. of departments (secondary): 15+

The main contacts

Internal Contacts

- Teaching and Support Staff
- Pupils

External Contacts

- Visitors

- Contractors
- External agencies
- Local schools and parishes
- Parents (existing and prospective)
- Governors

Working conditions

Normal office environment

Context/additional information

Training as required

First Aid Training



Nine Reasons why we think you might want this role at the Edith Stein Catholic Academy Trust

- In your current role you have already had a positive impact on the organisation you work for
- You believe in the strength that working with a diverse group of people brings
- You are attracted to working in a Trust that can provide a range of opportunities for you and your colleagues
- You value young people and see that professional and effective support functions ensures continuity of teaching and learning
- You can see the value in developing professional relationships that get the best out of colleagues
- You are excited by the chance to work collaboratively with other colleagues in other departments
- You are motivated by the thought of being a member of a team that delivers some of the best education in Hampshire
- You give of your time freely recognising that this contributes to successful outcomes and job satisfaction
- You want to use this position as a stepping stone to career advancement

IT Network Manager – Nicolle Pinchen

I joined Oaklands in April 2019 as an Apprentice IT Technician. I worked closely alongside our small team of skilled technicians to help solve and support issues around the school. I have a background in the Music Industry, mainly the business and promotion side. I studied a Music Business and Promotion degree at Southampton Solent University.

Eighteen months after finishing University, I decided to pursue a career in IT, this has always been a strong passion of mine. The support at Oaklands has made me realise that I could have a career in this area. There is a strong link between my degree experience and some of the work here at Oaklands, which includes technical support of events in our main auditorium. The apprenticeship scheme at Oaklands enabled me to learn on the job and gain two qualifications, most recently being a Level 4 in Network Management.

I have since been able to step into the role as Network Manager, making key decisions about the IT networking within the school and the wider trust, with the support of the small team who I am lucky enough to now line manage. My work is wide and varied from managing the ticket fault reporting system to ensuring the network is working without vulnerabilities and threats. No two days are the same at Oaklands, which keeps the role both interesting and exciting.

For me, the best thing about working here is the community. There is a strong feeling of community spirit and support within that, no matter what area you work in. If you are thinking of a career at Oaklands I would say 'Apply!' It is the best career choice I have made. Oaklands is a fantastic place to work with a lot to offer!



Head of History Department - Hayley Short

I started teaching at Oaklands in 2019 as an NQT. As a new teacher to this profession, I was positively welcomed to the school and to the community Oaklands provides. Not only this, it was a brilliant school to help me develop as a newly qualified teacher, as I was able to learn alongside highly skilled and experienced colleagues.

Although new, I was trusted with responsibilities within our History Department which helped me develop my skills within and outside the classroom. In 2023, I was given additional responsibilities as Lead Pastoral Practitioner, working with KS4 Heads of Year to develop and promote positive student behaviour patterns. Within our thriving History Department, my ideas and training have been strongly encouraged and since September 2024, I have been very much enjoying my new role as Head of Department.

I can see myself working here for many, many years to come.

I really enjoy working in a Catholic School, the sense of community is unique, and ensures that you are working in a positive and caring environment; the importance and impact of faith on the lives of young people ensures that our students not only learn academically but also morally. Our school's traditions ensure that this school is so special. Our students are fantastic and make me thankful to be a teacher.

If you would like to work here, you will be welcomed into our community and will be able to work in a lovely, wonderful school! I would recommend this to anyone.



The successful candidate must have relevant and up-to-date knowledge in relation to working with and protecting children and young people. All staff working for the Trust are expected to display a commitment to the protection and safeguarding of children and young people.

All support staff are bound by the terms and conditions of contract of employment issued by the Catholic Education Service. The trustees, as employer issue you with a Catholic Education Service (CES) contract this is downloadable from the CES and school websites.:

[Vacancies - Oaklands Catholic School and Sixth Form College](#)

- Please complete a CES Support Staff application form. This can be downloaded from the Oaklands school website
- Please also complete and return the Consent to Obtain References Form

Completed applications and Consent Forms should be sent by email to:

l.austin@oaklandscatholicschool.org

or by post (marked 'Application' in the top left-hand corner) to:

Mrs Louise Austin (HR)
Oaklands Catholic School
Stakes Hill Road
Waterlooville
Hampshire
PO7 7BW

Please note that incomplete applications will not be accepted.

Closing date:

Sunday 28th June 2026 5pm

Interviews:

Week commencing 1st July 2026

Please note on Page 10 of the application form you are required to complete a supporting statement.

The candidate application form asks for three references. Normally one of these referees should be your current or most

recent employer. Please see the details in the application form. We reserve the right to take up references with your previous employer.

In addition to asking your referee questions related to your suitability for the position we will make enquires into the following:

- Disciplinary procedures in relation to allegations of inappropriate conduct with children, including any in which the penalty is 'time expired' (that is where a warning could no longer be taken into account in any new disciplinary hearing for example)
- Whether the applicant has been the subject of any safeguarding concerns
- The outcome of any enquiry or disciplinary procedure
- If the candidate is not currently working with children but has done so in the past, his or her previous employer with children will be asked about those issues.

In accordance with safeguarding guidance the school will not consider 'Open References' from a candidate. As part of the interview process all candidates will be required to:

- Take a tour of the school
- Meet the team
- Undertake a competency task
- Participate in a panel interview

Please visit our school website for more information about Oaklands and other recruitment documentation:

www.oaklandscatholicschool.org

- Supplementary Forms (to be given in at interview stage)
- Recruitment and Monitoring Form
- Rehabilitation of Offenders Act 1974 Disclosure Form
- Exam Results
- Annual report and financial statements
- Governor strategy
- Oaklands Catholic School Main Prospectus
- Equality Act 2010

What about those FOUR reasons why this role might not be for you!**The match of your skills and experiences to our needs is not a good fit**

Come and visit us, read the pack, phone Karen Hastilow (HR Manager) and find out if the match is better than you think

You are anxious about coming into a Catholic school (don't be)

Again, come and visit us, experience our community and talk to staff about their experience. The majority of staff at Oaklands are not Catholic

You have not worked in the education sector

If you have no previous education sector experience, then we still want to hear from you. Most of our best staff had little or no experience in a previous education setting but have brought valuable skills and experience into our Academy Trust

You feel you might not be ready for this challenging new role

If you are still reading, then you probably are

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Stakes Hill Road

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