

gateways

because there's more
than one way to be educated



Recruitment pack

Receptionist / Administrator



...a place of healing where every student is respected, recognised and accepted, so they have an equal opportunity to become who they deserve to be.

About Gateways

Gateways is an alternative education provider that exists to support the countless young people today, between the ages of 14-25, who are or have struggled to remain in mainstream education due to social, emotional, mental health challenges.

We believe that every young person should have the same opportunity to progress and thrive, regardless of the challenges they face. Gateways delivers a broad curriculum, academic and vocational, that caters for the interests, abilities and specific needs of each young person that attends. We aim to prepare them for a life beyond education.

1.7m

young people persistently missed school in 2024... an alarming

800,000

increase since pre-pandemic



What has been achieved over the last year

The Gateways programme launched in 2014 and is the only provider of its kind in the UK Jewish community, enhancing the lives of over 700 vulnerable, young people to date.

125 admission enquiries

were received last year from distressed parents, carers and refereeing organisations.



23 partnerships with referring organisations, schools, local authorities and other charities too.



76 students

all of whom had previously been persistently absent from school, have attended weekly lessons in our new purpose built home in Hendon.



636 therapy hours were delivered in, including art therapy, set in purposefully designed rooms



12 subjects

on offer, including Maths, English, Science, Life Skills, Hair and Beauty, Cooking, Gym Instruction, Art and IT.



91% average attendance rate compared to a prior mainstream schools average of 34%



15 students graduated from Gateways in July 2024, starting careers, apprenticeships and moving onto further education.

100% pass-rate seen in August 2024 for all vocational qualifications taken

91% pass-rate seen in August 2024 for GCSEs and Functional Skill Certificates



A message from Laurence Field

Founder & CEO

When I founded Gateways in 2014, I never anticipated the profound impact it would have on so many lives. Over the years, I have been continually inspired by the resilience and determination of our students as they overcome challenges to receive the education they truly deserve.

It is this powerful impact that drives me to expand Gateways further. I am more committed than ever to ensuring that we can reach and support anyone in need, helping them lead fulfilling and productive lives. With the increasing demand for our services, we are keen to continue to grow and develop our service to help even more young people.

For Gateways to continue to thrive and flourish, we need the support of a dedicated and passionate team. That's why we are seeking someone special for the role of Receptionist. Your contribution will be pivotal in shaping the future of Gateways.

Thank you for considering making an application for the role of Receptionist / Administrator.

Laurence

Laurence

CEO, Gateways



Receptionist / Administrator

Job description



JOB TITLE:	Receptionist / Administrator
SALARY:	£30,000 - £35,000 FTE (depending on experience, pro rata to part time hours)
HOURS:	8:30am - 4.30pm Mondays to Thursdays (0.8FTE)
WEEKS:	Term-time or Full-time
ANNUAL LEAVE:	28 days leave (to be taken outside of term time, pro rata to part time hours)
LOCATION:	Hendon, NW4
REPORTING TO:	Chief Operating Officer

Who we are

Gateways is an alternative education provision that exists to support the countless young people today, between the ages of 14-25, who are or have struggled to remain in mainstream education.

Gateways students are referred to us as school refusers, struggle with severe anxiety, debilitating depression, eating disorders and, traumas of all kinds.

What we do

We believe that every young person should have the same opportunity to progress and thrive, regardless of the challenges they face. A growing number of young people struggle to function within mainstream education with many believing that there is no other option available to them.

Gateways delivers a broad curriculum that caters for the interests, abilities and specific needs of students and will prepare them for a life beyond education.

We recognise that a truly successful provision cannot focus simply on good grades; real success is happy students who are well-equipped to cope in life and who are supported to reach their goals.

What your role will be

We are seeking a highly capable, personable and dynamic individual to join our team as an Administrator Receptionist. In this crucial role, you will provide essential administrative support to ensure the smooth running of Gateways.

As a Receptionist and Administrator, you will encounter many tasks, making each week unique and exciting. Your responsibilities will include front-of house duties, various administrative duties and managing office logistics. Your role will be pivotal in maintaining the efficiency of our organisation, allowing us to continue making a positive impact on the lives of vulnerable young

people who rely on our services. The fast-paced and diverse nature of this position calls for a candidate who is an excellent multi-tasker, has an ability to deal with unexpected situations and has meticulous attention to detail. You will also have patience and a friendly demeanour as you will be the front face of Gateways when students arrive onsite and meeting and greeting staff, parents and visitors.

If you are a proactive and organised individual with excellent communication and IT skills, we invite you to apply for this rewarding role.

Main duties

- Oversee the reception of Gateways, including welcoming all visitors at the front desk, directing them in a warm, friendly and welcoming manner.
- Ensuring that the entrance way is safe and that any unexpected visitors are challenged.
- Answer, screen and forward calls.
- Receive and distribute post.
- Manage the info@gateways.org.uk inbox, respond accordingly in a timely fashion or distribute emails to the relevant people.
- Provide key administrative support to the Gateways team and in particular, the CEO and COO.
- Assist with the planning and coordinating of events, meetings and training days.
- Create and send out new student induction documentation e.g. welcome packs, students' profiles and teacher/ student timetable
- Manage the room booking system in a busy environment
- Support the Senior Leadership Team with the preparation of reports, presentations and documents.
- Monitoring and ordering office stationery and other stock.
- Input student data into the student management information system (HUBMIS), including recording student attendance and noting reasons for absences.
- Making any initial follow-up calls to students/parents following an absence, under the direction of the Headteacher.
- Support freelance staff with administrative support relating to students and lessons.
- When needed, liaise with referring organisations.
- Work with the Education Leadership Team to compile and amend student timetables as needed, send to parents and students, keeping them informed of any change.
- Provide administrative support to the exams officer for each exam season.
- Prepare and distribute termly contracts for all Gateways freelance teachers.
- Attend and take minutes of meetings, including Gateways board meetings, as required.

Other responsibilities

- Attend all relevant Gateways staff meetings, supervisions, training days etc.
- Act as an ambassador/point of contact for Gateways
- Undertake other reasonable duties as required by your line manager or member of the Senior Leadership Team

The successful candidate will

- Have a minimum 2 years' experience working in either an office-based administrative support, PA or Receptionist role.
- Be highly organised, flexible, confident and self-motivated.
- Understand and follow Gateways' safeguarding policies and procedures to ensure all students are kept safe and secure whilst attending the centre.
- Have excellent time and workload management skills.
- Have excellent IT skills and familiarity with all Microsoft 365 suite applications. Experience working with databases or CRM systems would be an advantage.
- Have an understanding of the need for confidentiality and sensitivity, and an ability to empathise.
- Have an understanding of excellence in customer service
- Have a solution-focused disposition and be a proactive problem solver.
- Have strong verbal and written communication skills.
- Have a strong work ethic and a commitment to maintaining standards.
- Have excellent attention to detail.
- Have the ability to work in a team or on your own initiative and be willing to 'muck in'.
- Have experience working in an educational establishment (desirable).
- Have experience working with young people (desirable).
- Have prior involvement in and knowledge of the Jewish community (desirable).

This job description is not exhaustive and is intended to provide a general overview of the responsibilities associated with the role. The post holder may be required to undertake additional duties and responsibilities that are consistent with the position and its overall purpose, as determined by the organization.

How to apply

If you're interested in joining Gateways as our **Receptionist / Administrator**, you can apply by completing a Gateways application form.

Download the **[Gateways Application Form](#)** here - once you have completed the form, please send it along with your CV and covering letter to Jemma Sager at: **coo@gateways.org.uk**

For any further questions about this role, please contact **Jemma Sager** at **coo@gateways.org.uk**

Deadline for applications: **Monday 1st December - 5pm**

All Candidates invited to interview will be required to bring the following documentation:

- An original identification document (e.g. passport or driving license)
- If applicable, proof of eligibility to work/reside in the UK

Please see our Safer Recruitment, Selection and Disclosure Policy here:

<https://gateways.org.uk/wp-content/uploads/2024/05/Gateways-Safer-Recruitment-Selection-and-Disclosure-Policy-May-2024.pdf>

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CEO & Founder: Laurence Field **Head Teacher:** Sasha Sharpe

Trustees: Ruth Green (Chair), Julia Alberga, Nicki Cohen, Dr. Andrew Hope, Mark Hurst, Sam Sanders, Aviva Steinberg

Honorary President: Prof. David S Latchman CBE