The Role

To provide a high standard of secretarial, administrative and management support including admissions, pupil data, finance and HR in order to assist in the smooth running of all academy activities.

To provide a welcoming school reception presenting a positive image of the academy.

Key Responsibilities

Administrative Support

- To support the academy in a full administrative capacity, including:
  - producing correspondence and reports, sometimes of a confidential nature
  - dealing with telephone and personal enquiries efficiently and effectively in a way which promotes a positive image of the academy
  - making maximum use of the academy’s information and communications technology including the network for diary management, the input of data and written communications
- To meet and greet academy visitors, displaying due courtesy and tact, in order to ensure that visitors are welcomed into a friendly and professional environment
- To assist with relevant meetings as requested
- To assist with creating documents (including presentations and spreadsheets) from scratch, ensuring finished documents are to an excellent standard.
- To arrange parent meetings, send communications to parents via text (BromCom) such as detentions and meeting requests.

Admissions & Pupil Data

- To assist the office manager with the admissions processes across the academy, liaising with the local authority, teachers and parents/carers as required, including:
  - meeting and greeting prospective parents/carers and helping with queries regarding admissions to the academy
  - managing the collection of data for the new intake of pupils each year
- To assist with maintenance of full and accurate pupil records including individual folders & the academy management information systems
- To assist with all areas of data input including: attendance, reporting, census returns, admissions/leavers, exclusions, pupil details, staff details, maintaining assessment systems and recording pupils’ special needs ensuring that records are up to date
- To provide reports, as requested, for the Principal, SLT, the Department for Education, ARK Central and other staff, ensuring the provision of accurate and appropriate information to relevant parties

HR Support
• To assist with management of the Ark MyHR Information System to ensure that electronic employee records are accurate and up to date. This will include responsibility for data entry, and regular and ad hoc reporting
• To assist with maintenance of an accurate and up-to-date Single Central Register (SCR) (this is a requirement of Ofsted).

Reception and Welfare
• To undertake academy reception duties answering routine telephone and face to face enquiries, responding to school access buzzer and signing in visitors
• To show visitors around the school where necessary
• To ensure first aid room is suitably stocked
• To be a first aider
• To liaise with parents and medical professionals, where required, if pupils are unwell

Finances & Resources
• To collect monies relating to school journeys and trips, clubs, lettings and school meals, liaising with finance as required
• To undertake administrative duties relating to the academy’s online payment system (future requirement) ensuring that records are up to date
• To provide general clerical, administrative and financial support e.g. photocopying, filing, emailing, completion of standard forms, respond to routine correspondence, letters to parents, processing orders etc
• To take ownership for various projects to meet the needs of the academy in order to achieve project goals and assist the effectiveness of the department

Other
• To undertake training and development relevant to the post and in line with the academies priorities
• To undertake any task as directed by the Principal, Operations Manager, other SLT or Office Manager.
**Person Specification: School Administrator/Receptionist**

**Qualification Criteria**
- Right to work in UK
- Maths and English GCSE or equivalent at grade C or above
- Relevant qualifications in office administration and IT applications desirable.
- First Aid (or willingness to undertake)

**Knowledge and Experience**
- Experience of administration ideally within a school context
- Experience of using databases (BromCom and CMIS desirable)
- Experience of communicating with customers/service users via telephone, email

**Personal Characteristics**
- Genuine passion and a belief in the potential of every pupil
- Flexible, highly organised and able to multi-task and prioritise work to meet deadlines
- Helpful, approachable and positive nature and ability to stay calm and diplomatic under pressure
- Able to take ownership of tasks and work with minimal supervision
- Have exacting standards and a keen eye for detail
- Keen to learn and further develop own skills
- Exercises sound judgment, especially relating to confidentiality and discretion.

**Specific Skills**
- Excellent written and oral communication skills
- Good IT skills, including the ability to confidently use Microsoft Word, Excel and Outlook
- Willingness and ability to learn and operate new IT systems and databases
- Excellent administrative and organisational skills
- Understands the importance of confidentiality and discretion
- Ability to prioritise workload and hit deadlines.

**Other**
- Commitment to the safeguarding and welfare of all pupils
- Willingness to undertake training
- The post holder will be subject to an enhanced Disclosure and Barring Service check.

Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. In order to meet this responsibility, we follow a rigorous selection process. This process is outlined [here](#), but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.