**Job Description: Receptionist/Admissions Administrator**

**Reporting to: Operations Manager**

**Contract: Permanent**

**Working Pattern:** **Part Time (Job Share) 27.5 hours per week (8am – 1:30pm) Monday -Friday, term time only**

**Salary:**  **Ark Support Scale 4 to 5: Pay Points 3-13 £26,853- £31,344 (FTE) £17,644 - £20,595 (Actual)**

**The Role**

In this role, you will ensure a high standard of secretarial, administrative and management support for the school, in order to assist in the smooth running of all academy activities. You will collaborate with the other members of the front office team to uphold the vision and ethos of the school at all times.

**Key Responsibilities**

**Office Management and Administration**

* Establish a business-like office environment and a welcoming and efficient reception for visitors, parents and pupils
* Manage efficient and effective systems and procedures e.g. filing, organising electronic mail and correspondence
* Ensure all messages e.g. voicemail are up-to-date and accurate
* Ensure consistent high quality in the production of correspondence and reports
* Ensure all enquiries, including email, letter, telephone and personal, are dealt with promptly and effectively and that all correspondence reaches the correct recipient in a timely way
* Ensure effective communication between admin staff
* Make best use of available and developing technology e.g. Publisher, diary booking systems
* Promote good relationships with all staff
* Meet and greet the visitors, displaying courtesy and efficiency
* Ensure discretion and respect appropriate confidentiality in all matters
* Deal with phone calls, letters and other enquiries
* Communicate and liaise with staff, pupils, parents, governors, Ark Schools staff, members of the local community, suppliers and other third parties as appropriate
* Arrange and assist with meetings as requested, including organising a suitable space, preparation of materials.

**Pupil Data**

* Maintain manual and computerised records as required
* Manage Free School Meal data via the online database and communicate changes with colleagues
* Manage school attendance including maintenance of the registers, first day phone calls and liaison with Education Welfare Advisors
* Ensure assessment data is recorded accurately and submitted to Ark and the Local Authority in a timely manner

**Finance**

* Process purchase orders & receive delivered goods.
* Receipt, recording, safe keeping of all cash income.
* Ensure payments received via online-payment system, are recorded on debt list and reflected on afterschool clubs and care provision registers.

**Manage admissions**

* Support the process of recruiting new pupils
* Deal with enquiries promptly and courteously
* Arrange new intake and in-year admissions
* Complete associated administration and record-keeping

**Manage Resources**

* Manage staff admin resources, ensuring correct prioritisation of tasks
* Manage physical resources, ensuring efficiency and value for money
* Manage afterschool clubs and care provision including the online payment system, WisePay

**Other duties**

* Make sure all processes are documented and clear for others to use
* Attend meetings as required with the Head to discuss targets and progress
* Attend training as required to extend, improve or update skills and knowledge
* Undertake other duties as required

This job description is not an exhaustive list and you will be expected to carry out any other reasonable tasks as directed by your line manager.

**Person Specification: Receptionist**

**Qualifications**

* GCSE at grade C (equiv) or above in English and Maths

**Knowledge, Skills and Experience**

* Previous experience of working as a receptionist, desirable
* Professional telephone manner
* Excellent communication skills and customer service manner
* Excellent organisation and time-management skills
* High level of proficiency with Microsoft Office
* Ability to effectively deal with minor incidents, First Aid, and the personal health and hygiene of the students

**Behaviours**

* Genuine passion for and a belief in the potential of every pupil
* A robust awareness of keeping children safe, noticing safeguarding and welfare concerns, and understanding how and when to take appropriate action.
* Belief that every student should have access to an excellent education regardless of background
* Professional outlook, detailed orientated and able to multi task and meet deadlines
* A team player that can work collaboratively as well as using own initiative
* Calm and professional under pressure
* Understanding of the importance of confidentiality and discretion
* Flexible attitude towards work and demonstrates sound judgement

**Other**

* Right to work in the UK
* Commitment to equality of opportunity and the safeguarding and welfare of all students
* Willingness to undertake training
* This post is subject to an enhanced DBS check

*Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.*

*Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark’s safer recruitment process, please click this* [*link*](https://arkschools.sharepoint.com/:b:/g/ArkNetCentral/hr/EcXQDSjo9UpCpgk8lDWMN0sBVG6GBUTVWVXp9c5KkW-tog?e=bfdlES)*.*