

Job Description: Receptionist & Administrator

Reports to: Executive Assistant
Start date: December 2021
Salary: Part-time role, term time only
Point 3, Outer London

The Role

As the Receptionist and Administrator you will be the welcoming face of the school and will provide a positive first impression to all visitors, students and staff, and assist in the day to day running of the school office including general administrative support and pupil first aid.

Key responsibilities

- Act as the school's main receptionist, providing a first point of contact for all incoming communications to ensure that they are answered in a timely and professional manner, presenting a positive image of the academy
- Interact with parents, carers, colleagues and visitors to the school, with confidence, tact and professionalism
- Ensure safeguarding procedures are followed for all visitors, including maintaining single central record and appropriately handling incoming calls and enquiries
- Ensure that all communications are correctly logged and routed to their intended recipients, or an appropriate member of staff, to ensure a quick and effective communication system
- Deal effectively with school post, receive deliveries and maintain electronic mail systems ensuring that information is passed to relevant staff in a timely manner
- Ensure that queries are dealt with effectively, taking the initiative to identify and handle issues that arise on behalf of the leadership team and others
- Ensure compliance with Arks data protection rules and procedures
- Manage the school diaries
- Provide general clerical and administrative support for the school e.g. photocopying, filing, emailing, completion of standard forms, respond to routine correspondence, letters to parents, etc
- Maintain manual and computerised records and management information systems, producing accurate lists or data as required by colleagues or compliance bodies
- Sort and distribute mail
- Maintain stationery and photocopier paper supplies, manage stock cupboard and distribute as required
- Support various projects to meet the needs of the school in order to achieve project goals and assist the effectiveness of the department

First aid & Other responsibilities

- Administer first aid and record all treatment
- Retrieve and issue medicine as per pupil health care plans
- Carry out any other reasonable tasks as directed by your line manager

Person Specification: Receptionist

Qualification Criteria

- Right to work in UK
- GCSE at grade C/4 (or equivalent) or above in English and Maths
- First Aid training desirable; we can also arrange training/refresher

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
- Proficiency with Microsoft Office
- Ability to effectively deal with minor incidents, First Aid, and the personal health and hygiene of the students

Personal Characteristics

- 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

- 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 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.