

**Job Description: Receptionist & Administrator**

**Reports to:** The Executive Assistant

**Start date**: September 2019

**Salary:** £19,611 pa

**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.

**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

**Other**

* Work with Ark Central and other academies in the Ark network, to establish good practice throughout the network, offering support where required
* Carry out any other reasonable tasks as directed by your line manager
* Complete first aid training and administer as required



**Person Specification: Receptionist**

**Qualification Criteria**

* Right to work in UK
* GCSE at grade C/5 (or equivalent) or above in English and Maths

**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

**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*](http://arkonline.org/sites/default/files/Ark_safe_recruitment.pdf)*, but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check*.