



Job Description: Receptionist

Reporting to:	PA to the Principal
Location:	Ark Alexandra Academy, Hastings, East Sussex
Contract:	Permanent
Working Pattern:	Full-Time (36 hours a week) Term Time Only
Salary:	Ark Support Scale 4: Pay Points 3 - 7: £18,562- £20,092 (pro rata)

The Role

As the Receptionist, you will be the welcoming face of the school and will provide a positive first impression to all visitors, students and staff, and provide 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
- Interacting with parents, carers, colleagues and visitors to the school, at all levels of seniority, with confidence, tact and professionalism
- Ensure safeguarding procedures are followed for all visitors 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

Other

- Actively promote the safety and welfare of our children and young people
- Ensure compliance with Arks data protection rules and procedures
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy
- Work with Ark Central and other academies in the Ark network, to establish good practice throughout the network, offering support where 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
- 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

This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English is an essential requirement for the role.

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.