**Job Description: Receptionist**

**Contract: Permanent**

**Working Pattern: 36 hours per week, Term Time Only**

**Salary: Ark Support Scale 4: Pay Points 3 - 7**

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 including posting any letters, 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
* To be a trained First aider and administrator first aid, contact parents re accidents and be responsible for entering all accidents on CPOMS
* Keep website updated and keep school calendar updated
* Send text messages to parents as required
* Maintain the tracker, manage the distribution and collection of pupil devices
* Record pupil absence, lates and issue pink tickets
* Issue forms for parents to complete, e.g. medical forms, nursery application forms etc
* Liaise with class teacher’s to ensure collection of trip letters and monies
* Print registers, test papers and other resources as required
* Produce club letters once clubs have been assigned, update club registers on MIS system

Other

* Actively promote the safety and welfare of our children and young people
* Ensure compliance with Ark’s 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.