**Job Description: Receptionist**

**Reports to**: Secondary Office Coordinator

**Start date**: September 2022

**Salary**: £21,783 - £22,573 (Ark Support Band 4 (outer London), Point 3 – 5) dependent on skills and experiences

**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, including maintaining single central record (SCR) 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
* Keeping a tidy and organised reception and surrounding area to make sure the school is always welcoming.
* Take ownership of Voicemails and Generic email inbox
* To take ownership of Free School Meal and Pupil Premium applications.

**Person Specification: Receptionist**

Qualification Criteria

* 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

*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*](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*.