



Job Description: Receptionist/Admin Assistant

Role Title: Receptionist/Admin Assistant

Reporting to: Office & Marketing Manager

Start date: ASAP

Contract: Permanent

Salary: Grade 3, Point 2-5 (£22,595-£23,837 FTE) (**salary will be pro-rated based on the below hours**)

Hours: Annualised contract - 7.30am to 5:00pm (term-time Only)

OR Job share – pro-rata (7:30am-12:30pm OR 12:30pm-5.00pm)

The Role

As part of your role, you will be the ‘face’ of the school at reception and will be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. It is essential that the person for this role is organised, able to multitask, work flexibly and have a ‘can do’ approach. You will also assist with general day to day admin tasks which therefore require a good level of IT skills.

You will work with other members of the Business Support Team to uphold the vision and ethos of the school at all times and provide an excellent customer service to a range of stakeholders.

You will work across the academy as required, providing excellent administrative services to a variety of stakeholders, establishing and maintaining efficient administrative systems and processes to support the effective running of the school with a focus on operational excellence.

Key Responsibilities

- Establish and maintain efficient administrative systems and processes to support the effective running of the school, including updating and maintaining relevant handbooks and guides, ensuring effective and consistent guidance and information is delivered
- Adopt a business-like office environment, ensuring excellent, consistent administration support and customer service is provided, ‘Our Promise’ is met, good relationships with staff are promoted, and you are consistently role modelling professional behaviour
- Provide an outstanding and professional front of house service with a warm welcome and greeting to all students, staff, and visitors, ensuring due diligence to safeguarding and Health & Safety and in line with academy protocol
- Establish and communicate a clear and effective handover when working across zones
- Acknowledge and action all admin requests to a high standard and in a timely manner, prioritising and communicating effectively with relevant colleagues and stakeholders
- Provide comprehensive administration support for attendance, admissions, digital devices, behaviour / exclusions, FSM, biometrics, immunisations, locker keys, post, student photos, reprographics, stock and supplies, lost property, SEN, events, and trips as required
- Provide general clerical and administrative support for the school e.g. photocopying, filing, emailing, completion of standard forms, respond to routine correspondence, producing letters, reprographics
- Support with inputting and exporting data and ensure integrity within Bromcom and other systems including attendance, reporting, analysis, updating of student details etc.
- Efficiently maintain filing and databases ensuring accuracy and full compliance with GDPR and in line with our Data Retention Policy
- Screen all calls and messages in a professional, friendly and efficient manner, using the corporate greeting, ensuring all relevant messages are passed on in a timely manner
- Ensure all queries are dealt with effectively, sensitively, and confidentially, taking the initiative to identify and handle issues that arise on behalf of the leadership team and others
- Ensure franking, sorting and distribution of all incoming and outgoing post is completed daily and communicate the receipt of deliveries to the relevant individuals in a timely manner



- Be one of the academy main first aiders, assisting with student welfare and first aid and ensuring accurate and prompt records and reporting, paying due diligence to Health & Safety and academy protocol
- Maintain and distribute stationery and stock levels for the offices, reception areas and reprographics, including ensuring relevant forms, information and literature is available in the reception seating area, i.e. times of the academy day, academy prospectus, newsletters, etc.
- 'Globalise' and update a wide range of materials and communications ensuring these are produced to a excellent standard as per the Globe brand guidelines and house style guide
- Support with daily attendance ensuring protocol is followed and ongoing efforts are made to ensure a child regularly attends school
- Support with the administrative induction of new students into the academy to ensure they have a smooth transition
- Support with managing our online payment service ensuring debts are managed efficiently
- Populate, maintain, and update administration calendars and timelines, ensuring deadlines are met

Other

- Carry out other reasonable tasks as directed by the Vice Principal – Business and Community and the School Business Manager and Deputy Office & Marketing Manager
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy, whilst maintaining confidentiality at all times
- Share best practice with the wider team and approach all tasks with a growth mindset
- Ensure the working environment is to a professional standard e.g. clear desk policy
- Contribute towards the wider academy objectives and improvements
- Support other operations when required
- Carry out first aid duties and undertaking fire marshal duties, if and when required
- Undertake exam invigilation duties, when required
- Undertake morning and afternoon playground duties, when required
- Operate the cashless catering tills, when required
- Cater and set up for meetings and events, if and when required
- Be willing to undertake appropriate training in line with contractual duties
- Be flexible in regards to working hours
- Attend and support out of hours' academy events e.g. summer fair, parents' evenings
- This job description is subject to change with the agreement of the post holder



Person Specification: Receptionist/Admin Assistant

Qualifications

- NVQL3 or equivalent
- Right to work in the UK

Knowledge, Skills and Experience

- Experience of running effective administrative systems
- School experience is desirable
- Experience of data entry into databases and other IT systems
- Excellent communication, writing and editing skills
- Excellent organisation and time-management skills
- High level of proficiency with Microsoft Office
- Able to build relationships with a range of stakeholders and anticipate others' needs
- Able to manage several projects at once, prioritising accordingly to meet all deadlines
- Able to take ownership of tasks and work with minimal supervision

Personal Characteristics

- Genuine passion for and a belief in the mission and the Academy Culture Pyramid
- Deep commitment to Ark's mission of providing an excellent education to every student regardless of background and belief in the potential of every pupil
- Operates with a spirit of flexibility and optimism for opportunity
- Solution focused with a can-do attitude
- Analytical and conceptual thinker
- Personable, helpful, approachable, positive and the ability to stay calm and diplomatic under pressure
- Professional etiquette through all means of communication
- Excellent interpersonal skills with children and adults
- Able to take direction but also be able to take initiative when required
- Exercises sound judgment, especially relating to confidentiality and discretion
- Have a creative, curious, 'can-do' approach and a growth mind-set
- Have exacting standards and a keen eye for detail
- Keen to learn and further develop own skills and knowledge

Other

- Commitment to equality of opportunity and the safeguarding and welfare of all pupils
- Willingness to undertake training
- This post is subject to an enhanced Disclosure and Disqualification by Association

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.