



Receptionist/Admin Assistant Job Description

Reporting to:	Operations Manager
Location:	Ark Ayrton Primary Academy
Contract:	Permanent
Working Pattern:	20 hours per week, 8.30am-12.30pm. 47 weeks per year (term time plus one week)
Salary:	Ark Support Band 3 Point 2-5

The Role

In this role you will provide comprehensive reception and administrative support to the school and its stakeholders. You will collaborate with the other members of the office team to uphold the vision and ethos of the school at all times and provide excellent customer service.

Key Responsibilities

Reception

- Provide a first point of contact and manage the academy's reception, with the other members of the office team, for all incoming communications and to ensure that they are answered in a timely and professional manner
- Interact with parents, carers, colleagues and visitors to the school, at all levels of seniority, with confidence, tact, and professionalism
- Present a positive image of the academy ensuring safeguarding procedures are adhered to and followed for all visitors
- Welcoming and registering any pupils who come in after the beginning of the school day
- Regularly move around the school site to deliver messages, distribute documents, support pupils and respond to operational needs.

Office Administration

- To distribute post, newsletters and receive deliveries as necessary, ensuring they are passed on in a timely manner
- Provide daily meal order numbers to the Head of Kitchen and Lunchtime Supervisor
- Use of cashless system, preparing any income for banking
- Regularly follow up school meal debts ensuring timely payments are made, setting up payment plans if necessary
- Maintain accurate pupil, staff and operational records in accordance with GDPR and academy procedures
- Support data entry, filing, scanning, printing and document management
- Co-ordinate the after-school club provision, ensuring a wide selection of options for pupils alongside the Assistant Headteacher
- Use the school's MIS to send messages/emails and correspondence to parents as directed
- Effectively deal with any queries, taking the initiative to identify and handle issues that arise
- Assist the Admin Assistant to create orders using current software, ensuring stationery and copying supplies are kept to an acceptable level
- Coordinate the fruit and milk scheme for the Academy
- Process applications for the school's Pupil Premium Breakfast Club, including allocating places, managing the waiting list and providing weekly registers.
- Provide a general administrative support service to the academy across a variety of functions

Other

- Actively promote the safety and welfare of our children and young people
- Ensure compliance with Arks data protection rules and procedures
- 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

Qualifications

- GCSE at grade C or above in English and Maths (or equiv)

Skills and Experience

- Experience of working in an administrative role; within a school environment is desirable.
- Good IT skills, highly competent using Microsoft Office
- Experience using school management information systems is desirable
- Excellent written and oral communication skills
- High level of accuracy, attention to detail and time management skills
- Excellent organisational skills, with the ability to prioritise competing demands and able to multitask effectively

Behaviours

- Genuine passion for and a belief in the potential of every pupil and adult
- A robust awareness of keeping children safe, noticing safeguarding and welfare concerns, and you understand how and when to take appropriate action
- Belief that every student should have access to an excellent education regardless of background
- Professional outlook with a proactive and organised approach to work
- A team player who can work collaboratively whilst also using their own initiative
- Calm and professional under pressure
- Understanding of the importance of confidentiality and discretion
- Flexible attitude towards work and able to demonstrate sound judgement
- Committed to providing great service

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

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).