



Ark Elvin Academy

Job Description: Receptionist

Report to: Operations Manager
Salary: Ark Grade 4 Full Time 52 weeks
Hours: 40 hours (flexible hours based on the needs of the school)

Purpose of Role

As Ark Elvin Academy Receptionist, you will be the welcoming face of the academy and will provide a positive first impression to all visitors. You will provide general administrative support in the front office, as and when necessary.

Key responsibilities

- To be the welcoming face of the academy and to provide a positive first impression to all visitors.
- Update the single central record with visitors and contractor information
- Ensuring that visitors are welcomed into a friendly, professional environment and recorded in line with procedures.
- Act as the Academy'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
- Ensure that all communications are correctly logged and routed to their intended recipients, or an appropriate member of staff, to assure a quick and effective communication system..
- Deal effectively with academy post 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
- Use of Bromcom and Outlook to enable effective communication
- Liaise with colleagues and external contracts at all levels of seniority with confidence, tact and diplomacy
- Liaise with parents and carers as necessary
- Ensure that internal and external perceptions of the academy are managed and protected within favourable boundaries, maintaining confidentiality wherever appropriate.
- To ensure that safeguarding procedures are followed in regards to visitors and incoming calls.
- To receive deliveries and check delivery notes to ensure accuracy

General

- To provide First Aid where required
- To ensure that the reception area is kept clean and tidy

Other

- To be aware of and support difference and ensure equal opportunities for all
- To contribute to the overall ethos, work and aims of the academy
- To develop constructive relationship/s and communicate with other agencies or professionals, sharing expertise where required
- To undertake training and development relevant to the post and in line with the Academy's developing profile.
- To have an understanding of health and safety practice and promote this around the school.
- Be aware of and comply with policies and procedures relating to security, confidentiality and data protection; reporting all concerns to an appropriate person.
- Implement school policies and practices with due regard to equal opportunities, health and safety and the welfare and learning of the pupils.
- Attend all relevant and appropriate meeting as documented on the school calendar.
- To be responsible for promoting and safeguarding the welfare of children and young persons that the post holder is responsible for or comes into contact with.
- To undertake any task that commensurate with the general level of responsibility as directed by the Principal.

This job description sets out the main duties of the post at the time of drafting. It cannot be read as an exhaustive list. These responsibilities will be periodically reviewed in consultation with the post holder, and are subject to change. However, it may be altered at any time subject to need in consultation with the post holder subject to the Principal's approval.

Person Specification: Receptionist

Qualification criteria

- Right to work in the UK
- Educated to A Level standard and with good passes (A*-C grade) in English and Mathematics to at least GCSE level

Essential experience

- Experience of purchase ledger and accounts receivable procedures
- Experience of working with computerised financial systems
- Experience of financial procedures, cash handling and cash security

Skills and attributes

We are looking for these skills and attributes or at the very least, a candidate's clear, demonstrable capacity to develop them:

Alignment with Elvin vision

- Relentless drive to do whatever it takes to ensure all pupils succeed.
- Embody our core values – integrity, courage, community and mastery – in all aspects of work and conduct.
- The belief that with the right environment all of our pupils are able to excel at university, or in a meaningful alternative.
- The courage and conviction to make a difference.

Communication skills

- The ability to listen and communicate effectively.
- Empathy and the ability to understand the needs, aspirations and motivation of diverse individuals and groups.

Problem solving

- Identify, analyse and resolve problems and issues.
- Make fact-based decisions.

Resilience

- Sustain energy, optimism and motivation in the face of pressure and setbacks.
- Stay calm in difficult situations and maintain clarity of vision.

Results and learning orientation

- Awareness of own strengths and limits.
- Commitment to ongoing improvement and learning.

Other

This post is subject to an enhanced DBS disclosure.