

JOB DESCRIPTION

Primary School: Receptionist/Administrator

Reports to: Office Manager

Start date:

Salary: Ark Support Scale 5, point 5

Hours: 40 hours per week, 39 weeks per year

The Role

To provide a professional and welcoming service to all visitors and telephone callers to the Primary school, being the first point of call for them and ensuring a professional and acceptable first impression of the school is maintained.

To provide a comprehensive administrative support service to ensure the smooth running of the Primary reception office and support academy wide administrative tasks as requested to ensure that projects are completed in a timely and efficient manner and staff are able to make effective use of their time and meet their commitments.

To support the headteacher directly with all matters relating to attendance and punctuality.

Key responsibilities

Reception

- Act as the one of the academy's main receptionists, providing a first point of contact for all incoming calls to ensure that they are answered in a timely and professional manner
- To maintain positive, supportive and professional relationships with parents, carers staff and pupils
- Ensure that all calls are correctly routed to their intended recipients, or an appropriate member of staff, to assure a quick and effective communication system
- Log telephone calls and ensure that relevant information is passed on in a timely manner
- Distribute daily fire drill lists to all classes.
- Greet visitors to the reception area as required, ensuring that visitors are welcomed into a friendly, professional environment
- To ensure safeguarding procedures are maintained and in line with policy and procedure for all visitors to the school
- Listen to the schools voicemail, recording all messages and ensure that they can be dealt with by an appropriate member of staff in a timely fashion
- Use texting systems to inform parents/groups of parents of urgent issues

- 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 receive post and ensure that it is delivered to the correct personnel in the school efficiently. To ensure that all post that needs to be sent is collected and sent out on the same day.
- Ensure all deliveries are moved to the appropriate location asap
- To support parents with payments via our online payment platform
- Ensure reception area is clean, free from clutter and well presented as first impression of Ark Academy
- Ensure that internal and external perceptions of the academy are managed and protected within favourable boundaries, maintaining confidentiality wherever appropriate. The role holder will need to liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy.

Administrative Support

- to provide general clerical, administrative support e.g. photocopying, filing, emailing, letter writing to support the Primary Headteacher's PA/Administrator in the efficient and effective running of the Primary school office
- to manage the school calendar
- to support in the management of pupil records for the Primary School and Nursery ensuring that all information is kept up to date and stored centrally on the school's electronic databases as well as maintaining hard copies that are easily accessible to all Primary school staff
- to administer first aid to the children as required and ensure all treatment is recorded, including accidents, and procedures for informing parents are followed in a timely and effective manner.

Medical Administration & Compliance:

- Ensure all medications (both prescription and non-prescription) are correctly labelled, stored securely, and administered in line with school policies and government regulations.
- Maintain up-to-date records of student medical needs, allergies, and care plans, ensuring accessibility for relevant staff.
- Ensure that all medication consent forms are completed, stored, and updated as required.
- Conduct regular checks on first aid kits across the school and replenish supplies as needed.
- Ensure emergency medication (e.g., EpiPens, inhalers) is accessible in designated locations and staff are aware of their whereabouts.

School Trips and In-School Events

- to support teachers with the planning of trips and acquisition of resources, eg coaches.
- To process necessary requisitions and other financial matters relating to trips

- To monitor the attendance of Pupil Premium on school trips and in-school events, reporting this information to the headteacher
- To ensure that organizational matters related to school events are carried out, for example liaison with the site team and promoting events with parents
- To support parents with payment matters related to iPayimpactTo ensure that trips and in-school events are financially viable and report this information to the headteacher

After-School Enrichment

- to ensure that a range of after-school enrichment opportunities can be provided to children at the Academy
- to liaise with providers
- to produce termly overviews of after-school enrichment activities
- to organise timetables and locations of clubs to ensure their smooth operation
- to ensure that all safeguarding requirements for outside providers are met
- to ensure that all after-school enrichment provision is financially viable and report this information to the headteacher
- to ensure that all relevant information regarding clubs is shared effectively with parents, office staff and teaching staff

Orders and Requisitions

- to take a lead role in ensuring that the school's needs for resources are met
- to prepare requisitions for general stock, stationery, medical supplies, milk, fruit and all other reasonable requests
- to ensure that correct financial procedures are followed
- to ensure that arrivals of stock are received and processed correctly
- to take a lead role in sourcing resources for specific purposes, eg year 6 leavers books/hoodies or similar

Photographs

- to liaise with outside photographers to ensure that photographs of individuals, groups and classes are taken at appropriate points in the year, as well as those of staff
- to ensure that staff photographs in the foyer are up to date and well presented
- to maintain up-to-date photographs of primary children on the school's Management Information System

Other

- To undertake training and development relevant to the post and in line with the Academy's developing profile
- To undertake any reasonable task as directed by the Primary Headteacher or the Senior Leadership Team as required

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 discussed annually as part of the postholder's annual performance review and are subject to change. However, it may be altered at any time subject to need in consultation with the postholder subject to the Principal's approval.

PERSON SPECIFICATION

Qualification Criteria

- Right to work in UK (Essential)
- Maths and English GCSE at grade C or above
- Relevant qualifications in office administration and IT applications desirable

Experience

- Experience of running effective administrative, clerical and financial systems within a school context.
- Experience of a senior administrative role within school administration and management.
- Valid First Aid Certificate or training and experience of administering first aid to children (Essential)

Personal characteristics

- Genuine passion and a belief in the potential of every pupil
- Able to follow instructions accurately, but make good judgments and lead when required
- Hard working, conscientious and detail orientated
- Effective team worker; helpful, friendly and able to make good judgements and lead when required
- Adaptable, organised, and able to work with minimum supervision
- Acts as a role model to staff and students
- Demonstrates resilience, motivation and commitment to driving up standards of work and achieving excellence
- Approachable, flexible, calm and caring with a 'can-do' attitude.

Specific skills

- Experience of diary management
- Excellent numeracy, particularly financial skills
- Willingness and ability to learn and operate new IT systems and databases
- Excellent administrative and organisational skills
- Ability to deal with minor incidents, first aid, and the personal health and hygiene of the pupils
- Understands the importance of confidentiality and discretion
- Excellent written and oral communication skills
- Highly computer literate, with particular skill in using Microsoft Office
- The ability to write clearly and concisely and to produce and maintain documents and systems.
- Ability to prioritise workload and hit deadlines

Other

- Commitment to the safeguarding and welfare of all pupils
- This post is subject to an enhanced Criminal Records Bureau disclosure