

## Job Description: Receptionist

**Reports to:** Secondary Office Coordinator

**Start date:** September 2022

**Salary:** £23,417 - £24,703 (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](#), but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.*