

**Morning Receptionist – Academy Wide**

We are looking for a highly organised Receptionist to provide excellent front of house service to all staff, students and visitors at the Academy. The receptionist will answer all incoming calls, deal with deliveries and administer the lettings of the school facilities, prioritising tasks effectively. They will be responsible for delivering a comprehensive administrative support service to ensure the smooth running of the office and support school wide administrative tasks as requested.

**In this role, you will:**

* greet visitors in a friendly and professional manner, issue visitors passes, ensuring they follow the signing in/out and fire safety procedures
* act as the Academy Receptionist, providing first point of contact for all incoming calls to ensure they are answered in a timely and professional manner
* ensure that all phone calls/messages are correctly routed/passed to their intended recipients, or an appropriate member of staff ensuring a quick and effective communication system
* support colleagues with the day to day administrative tasks including booking training courses
* maintain the outlook diary system for the Academy including room bookings and to carry out the practical arrangements for internal meetings such as Governors Meetings, booking rooms, and ordering, setting up & clearing away refreshments
* undertake other various responsibilities as directed by SLT & Admin Team.

We are looking for a calm, enthusiastic and confident person who has a reassuring demeanour and will provide excellent front of house service. This is a unique opportunity to develop relationships within the school community.

**To apply, please complete the online application form at** [**http://kingsolomonacademy.org/current-vacancies**](http://kingsolomonacademy.org/current-vacancies) **by 11am on Friday 2nd December 2016.**

For further information, please go to [www.kingsolomonacademy.org](http://www.kingsolomonacademy.org).

If you have any queries about the role, please contact the recruitment team on 0203 116 6345 or [recruitment@arkonline.org](mailto:recruitment@arkonline.org).

**Contract:** Permanent

**Start Date:** ASAP

**Hours**: Monday – Friday 7.45am – 14.15pm. (30 hours per week with 30 minute unpaid

break each day, all year round)

**Salary:** Ark Support Staff band 4, pt. 16, £20,777 per annum pro rata (Actual: £17,348.50)

**Location:** Westminster, London

*King Solomon Academy is committed to safeguarding children; successful candidates will be subject to pre-employment checks including references and an enhanced DBS check.*

## Job Description: Morning Receptionist – Academy wide

**Reports to:** Operations Director

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**Hours of work:** Monday – Friday 7.45am– 14.15pm. (30 hours per week with 30

minute unpaid break each day, all year round)

**The Role**

To provide excellent front-of-house service to all staff, students and visitors at the Academy. To answer incoming calls, deal with deliveries and administer the lettings of the school facilities, prioritising tasks effectively. To deliver a comprehensive administrative support service to ensure the smooth running of the office and support school wide administrative tasks as requested.

**Key Responsibilities**

* To greet visitors in a friendly and professional manner, issue visitor passes, ensuring they follow the signing in/out and fire safety procedures
* To act as the Academy Receptionist, providing first point of contact for all incoming calls to ensure that they are answered in a timely and professional manner
* To ensure that all phone calls/messages are correctly routed/passed to their intended recipients, or an appropriate member of staff ensuring a quick and effective communication system
* To support colleagues with day-to-day administrative tasks including booking training courses
* To maintain the Outlook diary system for the Academy including room bookings
* To carry out the practical arrangements for internal meetings such as Governors Meetings, booking rooms, and ordering, setting up & clearing away refreshments
* To assist the FRD with the administration of Lettings, from initial enquiry through to the final booking. This may involve showing our facilities to potential hirers of the premises. To proactively promote the letting of our facilities to community and other target groups and develop good working relationships with our hirers. To keep the log of hirers up-to-date
* To receive deliveries, order lanyards, visitor passes and stationery as well as sorting, distributing & sending post
* To be a member of the Academy Health and Safety Committee attending termly meetings. There will be an opportunity to train to carry out Display Screen Equipment (DSE) risk assessments
* To act as a Fire Marshall and undertake appropriate training
* To provide administrative support to the FRD as required
* To be able to deal with minor incidents and First Aid

**Person Specification: Morning Receptionist – Academy wide**

**Qualification Criteria**

* Right to work in the UK
* Relevant qualifications and a good level of English

**Experience**

* Excellent communication skills, able to handle challenging situations in a tactful, self-assured and professional manner. There may be times when you are expected to deal with unforeseen situations which may require resilience and diplomacy
* Experience of running effective administrative and clerical systems within a school or customer service environment
* Excellent administrative and organisational skills
* Understanding the importance of confidentiality & discretion
* Competent user of a range of ICT applications including Microsoft Office
* Ability to work under pressure in a demanding and busy environment, largely unsupervised

**Personal Characteristics**

* Genuine passion and belief in the potential of every pupil and a ‘do what it takes’ attitude
* Excellent team player, helpful, calm and caring
* Positive and effective interpersonal skills
* Flexible attitude and a friendly, welcoming personality

**Specific skills**

* Excellent literacy and communication skills including written and oral
* Professional telephone manner, previous reception work is desirable
* Good computer skills, in particular Word, Excel, Internet and email
* First Aider preferable or willingness to undertake training
* Health and Safety training desirable or a willingness to train

**Other**

* Commitment to safeguarding and welfare of pupils
* This post is subject to an enhanced Disclosure and Barring Service
* To undertake any other responsibilities as directed by the Line Manager or the Headteacher/Principal
* To attend training appropriate to the post