**Job Description:**

**Receptionist/Admin Assistant**

**Reports to:** Business Manager

**Start date:** As soon as possible

**Salary:** Gross salary is Band 4 on the Ark Support Staff (Inner London): £19,409.00 - £21,760.00 (FTE)

Actual Salary £10,388.04 - Term time only

**Hours:** Monday to Friday

Part time (job share) – 12:30pm – 5pm

**Contract:** Permanent

**The Role**

To ensure a high standard of secretarial, administrative and management support for the school, in order to assist in the smooth running of all academy activities.

To organise the efficient, effective administrative & and pupil data systems and processes within the academy.

 **Key Responsibilities**

**Office Management and Administration**

* Establish a business-like office environment and a welcoming and efficient reception for visitors, parents and pupils
* Manage efficient and effective systems and procedures e.g. filing, organising electronic mail and correspondence
* Ensure all messages e.g. voicemail are up-to-date and accurate
* Ensure consistent high quality in the production of correspondence and reports
* Ensure all enquiries, including email, letter, telephone and personal, are dealt with promptly and effectively and that all correspondence reaches the correct recipient in a timely way
* Ensure effective communication between admin staff
* Make best use of available and developing technology e.g. Publisher, diary booking systems
* Promote good relationships with all staff
* Meet and greet the Head’s visitors, displaying courtesy and efficiency
* Ensure discretion and respect appropriate confidentiality in all matters
* Deal with phone calls, letters and other enquiries
* Communicate and liaise with staff, pupils, parents, governors, ARK Schools staff, members of the local community, suppliers and other third parties as appropriate
* Arrange and assist with meetings as requested, including organising a suitable space, preparation of materials.

**Pupil Data**

* Maintain manual and computerised records as required
* Manage Free School Meal data via the online database and communicate changes with colleagues
* Manage school attendance including maintenance of the registers, first day phone calls and liaison with Education Welfare Advisors
* Ensure assessment data is recorded accurately and submitted to Ark and the Local Authority in a timely manner

**Finance**

* Process purchase orders & receive delivered goods.
* Receipt, recording, safe keeping of all cash income.
* Ensure payments received via online-payment system Wisepay, are recorded on debt list and reflected on afterschool clubs and care provision registers.

**Manage admissions**

* Support the process of recruiting new pupils
* Deal with enquiries promptly and courteously
* Arrange new intake and in-year admissions
* Complete associated administration and record-keeping

**Manage Resources**

* Manage staff admin resources, ensuring correct prioritisation of tasks
* Manage physical resources, ensuring efficiency and value for money
* Manage afterschool clubs and care provision including the online payment system, WisePay

**Other duties**

* Make sure all processes are documented and clear for others to use
* Attend meetings as required with the Head to discuss targets and progress
* Attend training as required to extend, improve or update skills and knowledge
* Undertake other duties as required

**Person Specification**

**Qualification Criteria**

* Right to work in UK
* Maths and English GCSE at grade C or above
* Relevant qualifications in office administration and IT applications desirable
* First Aid Certificate desirable

**Experience**

* Experience of running effective administrative, clerical and/or financial systems
* Experience working in a busy environment
* Experience working in a school environment is desirable

**Personal characteristics**

* Helpful and positive nature, calm and caring
* Highly skilled and adaptable ‘people skills’
* Understands the importance of confidentiality and discretion
* Able to follow instructions accurately but make good judgments and lead when required
* Keen to learn and develop own skills.

**Specific skills**

* Excellent administrative and organisational skills
* Good literacy and communication skills, including written and oral
* Good numeracy skills
* Highly competent computer skills, in particular using Word, Excel, Internet and Email
* Willingness and ability to learn and operate new IT systems and databases
* Ability to prioritise workload and meet deadlines
* Ability to deal with minor incidents, first aid, and the personal health and hygiene of the pupils
* Understands the importance of confidentiality and discretion

**Other**

* Vision aligned with ARK’s high aspirations and high expectations of self and others
* Genuine passion and a belief in the potential of every student
* Commitment to the safeguarding and welfare of all pupils.
* This post is subject to an enhanced Disclosure and Barring Service check.