



Job Description: Receptionist

Report to:	Office Manager
Salary:	Ark band 6 (£28,998 - £31,344)
Contract:	Permanent (52 weeks)
Hours:	Full Time 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.
- 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
- GCSE at grade C (equiv) or above in English and Maths

Essential 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

- 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 disclosure.



Our diversity and inclusion statement:

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark’s diversity and inclusion commitments, please click on this [link](#).

Ark’s safer recruitment process:

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark’s safer recruitment process, please click this [link](#).