



An opportunity to join an 'outstanding' all through academy.

PRIMARY SCHOOL RECEPTIONIST/ADMINISTRATOR

CANDIDATE INFORMATION PACK

July 2019

Dear Candidate

We are seeking to appoint a highly motivated, enthusiastic, organised and reliable school receptionist/administrator to compliment the Primary Operations Team.

Ark Academy is a school with high standards, high expectations and is underpinned by our core values: Civitas, Excellence, Perseverance and Participation. Our goal is that every student, regardless of their background or privilege, can go to higher education or the career of their choice and participate fully in our democratic society.

Our core value is Civitas and we teach children to be caring, polite, conscientious and motivated members of society. We want our children to aim high and be happy, successful citizens.

Ark Academy is an all-through academy and we pride ourselves on being a part of a bigger picture of a child's education that can run from nursery all way through to sixth form. The ethos of the academy is the same in all sections of the school. Our school is a welcoming and nurturing environment. Our staff put the needs of the children first and are focused on their progress. We value teamwork and professional development very highly so that we can do the very best job that we can for the children. Please feel very welcome to visit the school by contacting the school office.

This role is primarily focused on the smooth running of the office, as well as taking a lead in pupil enrichment. We aim to provide as many of our pupils as possible with the opportunity to take music lessons or participate in after-school clubs. We are proud to offer a great variety of these, including foreign languages, a variety of sports, ballet, gymnastics and much more. A key aspect of the role will therefore be in administering and organising these enrichment activities for our children.

To apply, follow the link at <https://arkacademy.org/vacancies> by **9am Monday 15 July 2019**. If you would like to discuss the role in more detail, please contact Peter Watkins on 020 8385 4371 or p.watkins@arkacademy.org

Interviews will take place on Wednesday 17 July 2019 with applications being reviewed on a rolling basis, so early application is encouraged. Only shortlisted candidates will be contacted.

We wish you the best with your application

Peter Watkins
Primary Headteacher



Ark Academy

The Principal

Delia Smith is the founding principal of Ark Academy. Previously she was the headteacher of St Angela's Ursuline School in Forest Gate for 14 years. She has also been a schools' inspector and was awarded an OBE for services to education.

About Ark Academy

We are a non-selective school specialising in **mathematics** and **citizenship** that serves children of all abilities. Our commitment is to know every pupil as an individual, and to foster the principles of team spirit, responsibility and care for others. Our pupils enjoy both a nurturing environment and the social benefits of a small school and the range and resources of a large, well equipped academy.

Facilities

Our buildings were designed by award winning architects Studio E (who created the successful design for City of London Academy in Southwark) and are organised to support calm and ordered learning. Pupils have access to specialist indoor and outdoor sports facilities, excellent science and ICT facilities, music, Design and Technology, art and drama studios and a 150 sqm, well-stocked and up-to-date library as well as inviting and well-equipped classrooms



About ARK Schools

ARK Schools is an education charity set up in 2004 to create a network of high achieving, non-selective, inner city schools where all pupils, regardless of their background or prior attainment, achieve highly enough by age 18 to have real choices: to go on to university or the career of their choice. ARK Schools has no faith affiliations.

All the ARK schools are situated in areas of high deprivation or educational need and our pupil profile reflects this: over half of our pupils are eligible for free school meals compared to 18% nationally.

The ARK network in the UK across London, Portsmouth, Birmingham and Hastings. Each of our schools has its own distinctive character, reflecting its local community.

JOB DESCRIPTION
Primary School: Receptionist/Administrator

Reports to: Office Manager
Start date: ASAP
Salary: Ark Support Scale 5, point 15
Hours: 36 hours per week, 39 weeks per year – working hours 7:45am – 4:00pm Mon-Thur and 7:45am – 2:15pm Friday. (Inclusive of 30minute lunch break)

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. Also to liaise with the school Nurse and other external support when necessary

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 Parent Pay
- To 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, stationary, 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 or similar

Parent Liaison – Newsletters and Parent Calendar

- To work in conjunction with the headteacher to produce and send the Headteacher's newsletter.
- To ensure that newsletters are on display and available for parents
- To ensure that the Parent Calendar is accurate and sent to all parents in a timely fashion, as well as being available for parents in the office and on noticeboards.

Photographs

- to liaise with outside photographers to ensure that photographs of individuals, groups and classes are taken at appropriate points in 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
Primary School: Receptionist/Administrator

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

Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.

The DNA of Ark Academy

ARK ACADEMY MISSION STATEMENT

Ark Academy has at its core the pursuit of highest standards possible in education. We believe in high aspirations, high motivation and high achievement for all. Through our extended curriculum and community life we seek to meet the needs of the whole person. Civitas – Citizenship – is at our core. We will build a community of civic pride and social justice in which all members are equally valued. We are committed to the service of young people and to helping them play their full part in society.

In light of this we aim to:

- *Provide every student with the knowledge, skills, self-belief and motivation to be successful in their learning and lives*
- *Welcome, value and respect all who come to the school*
- *Build a community based on justice and a sense of personal responsibility*
- *Provide opportunities for all to experience CIVITAS whilst developing a spirit of tolerance and understanding for all cultures, traditions and faiths*
- *Promote dialogue and co-operation with the wider community*

Our Driving Principles are:

- Excellence
- Citizenship
- Participation
- Persistence

Our goal

Our goal is that all students should be able to access higher education and participate fully in our democratic society.

Is based on the six pillars of Ark Schools and developed into our own unique 'feel' generated by a genuine buy in for our core values. Our values are also underpinned by our habits and 'the way we do things around here'. We believe that in Ark Academy the following principals are tangible and central to achieving our mission from reception through to Year 13.



1. HIGH EXPECTATIONS

A place of opportunity, a culture of aspiration and exceptional pupil outcomes

Students will develop the characteristics that support their academic achievement and will become thoughtful citizens who make good choices in their lives. We set very high expectations for all our pupils, whatever their starting point. We believe every child can realise their potential with the right teaching and support. Progress, from every starting point matters to us. We want every child at Ark Academy to do well enough to be able to go to secondary university or

pursue a career of their choice. We ensure that our pupils understand the wide variety of opportunities and pathways that are available to them.

- We hold high expectations for all our pupils. Nothing is as important as the work we do to impact on the learning and lives of our students – staff go the extra mile to make a difference.
- Our mission is alive and real – we inspire and inform children through our Ark Ambitions programme, giving children insight and opportunities throughout their journey through the whole academy.
- Great outcomes for children do not come without hard work. Staff and children know that we must work hard. Critical to this is maintaining a high expectation. This begins with details such as uniform – we do not allow children to walk past a staff member with an untucked shirt and uniform is checked every day. Handwriting is expected to be of a high standard.
- If we set the bar for our expectations high, the children will rise to meet them and so will we.

2. EXCELLENT TEACHING

First-class teaching underpinned by outstanding subject knowledge and a robust curriculum of carefully crafted lessons

Teaching and learning is the main thing. The promotion of high quality learning is at the heart of all our endeavours. We aim to inspire a future of passionate learners by delivering challenging and engaging lessons. Our teachers have both excellent subject knowledge and pedagogy and are passionate about challenging each child to engage, stretch themselves and develop a love of learning. We use data intelligently to support our planning and ensure teaching is meeting the needs of students and improving outcomes.

- For all of us here, we know that teaching and learning is, and will always be, the main thing. Despite everything that goes on to distract us, we must remember that the quality of teaching that the children receive is our biggest lever to success.
- We rigorously monitor staff and give regular feedback in a supportive and developmental manner. Opportunities for high-quality training are always available from within the school or from the Ark network.
- We achieve excellent teaching through teamwork - everyone wants to help everyone else be better at what we do. Teams plan together and have a strong focus on dialogue and teamwork. We know that to achieve our mission we must collaborate so that we are all part of a larger aim – to make sure that 2 + 2 is greater than 4.

3. EXEMPLARY BEHAVIOUR AND STRONG ETHOS BASED ON CIVITAS

Self-regulated pupils and embedded routines which foster a culture of continual learning and mutual respect

There is a compelling and inclusive moral purpose which drives the school forward and is represented by and reflected throughout the school by our motto and core value 'Civitas'. All members of our community recognise the meaning and spirit of Civitas and that we strive to reflect it in our daily lives. We want all our pupils to enjoy school and develop enthusiasm for learning alongside an understanding of their future role in society. Effective management and clear consistent routines ensure that we maximise the time for learning and pupils are taught to be self-disciplined and self-regulating.

- Ark Academy is a purposeful place of learning characterised by a respectful, orderly environment where teachers can focus on teaching and students on learning. We support one another and our students by the use of consistent routines.
- We are compassionately ruthless in ensuring that all students know and understand what is expected of them.
- Simply: consistency is king. We know that routines are a team game and we share and implement practices and routines across the school, working as a team to give our students a consistent experience and create an excellent climate for learning. As a result, our students will know that routines help create an excellent school.
- Our reward system is based on the four core values of: *civitas, excellence, persistence and participation*.
- All our students and staff know that Civitas is about being a better human being and we expect our students to develop as role models for those who follow them. We support Civitas in a variety of ways but significantly through our relationships.
- These permeate our school life and support our vibrant House System which supports team spirit, relationships and a positive school culture.

4. DEPTH FOR BREADTH

A knowledge rich curriculum and promotion of a growth mind-set which is underpinned by the principles of learning.

All pupils will secure firm foundation in English and mathematics and this underpins excellence in the other subjects. Our curriculum is rigorous and knowledge-based which is reinforced by regular assessments that cumulatively build students' knowledge. We offer a broad range of subjects from Early Years through to KS1, 2 and 3. We believe in bringing learning to life, indoors and out, with an emphasis on engaging and purposeful learning.

- Our curriculum is rich in knowledge and is based on engaging, linked and purposeful learning.

- Our reading, writing and maths programmes bring challenge, rigour and ensure that children go to secondary school with very strong foundations of academic achievement.
- High academic achievement in literacy and maths is important to us but so is the “whole child”. Our curriculum is broad and children engage in a wide variety of enrichment experiences, from debating to roller-disco, from the local park to famous universities.
- We have a wide variety of visitors and trips that enhance the children's experience through the primary phase.

5. KNOWING EVERY CHILD

Fostering relationships with pupils and families, enabling all individuals to flourish

Ark Academy values the diversity and inclusivity of our school. We know it is important that every pupil knows they are well known by their teachers, so that every individual can flourish. In Ark Academy we explicitly develop through our core values and our unifying motto, Civitas, the character and habits which support pupils' academic and personal development. Our pastoral system ensures that every child has an adult who will listen to them. Positive relationships between students and adults reinforce a culture where children are safe and maintain excellent behaviour and commitment to learning. Regular assessment enables us to know how children are doing and how we can help them improve. Full communication with parents ensures that we work in tandem in the best interests of the child.

- We value the strengths and individuality of all pupils. Relationships between the school, the family and the child are critical for us to achieve our goals. Anything that impacts relationships, impacts on learning
- Our teachers understand the most impactful intervention happens in the classroom knowing the class in front of you and ensuring their need is being met is our key commitment.
- We never give up and always look for solutions to comprehensively support groups or individual children who are at risk of under-achieving
- Part of a child's experience is a rigorous approach to assessment. We regularly assess children on an ongoing basis as well as our three main periods of formal assessments. Dialogue, data analysis and planning together ensures that we use this information to meet children's needs and move them forward as much as we can.

6. ALWAYS LEARNING IN ARK ACADEMY

Developing and nurturing talent through comprehensive tailored CPD for staff at all stages of their career.

We put professional development at the heart of what we do in Ark Academy. We are always learning. We are committed to identifying talent and nurturing individuals to create a community of exceptional teachers, highly skilled support staff, thoughtful managers and strategic leaders.

Excellent teaching is underpinned by high quality professional development which supports teacher progression. We are a community of learners. It is in our DNA to talk, observe, plan and reflect together. Throughout the school, we offer our “Ark Ambitions” programme alongside a range of practical and creative subjects in order to inspire and inform even our youngest pupils.

- Teaching is a craft we can always improve. We invest heavily in our provision of professional development. We know that this is the key to the development of our students and to us as educators. We also recognise that all teachers need their subject knowledge refreshing and developing.
- An Ark teacher is one that wants to improve. Every teacher has a mentor who will give weekly coaching and feedback. Weekly coaching is intrinsic to our practice and is a central focus of the senior leadership team.
- We develop our knowledge and skills in Ark Academy in a variety of ways that link together to provide a wide range of opportunities to learn both on the job and from experts. Our teaching practice is developed through weekly mentoring, the weekly training programme, weekly co-planning meetings, through observation and feedback and, where possible, through co-teaching working alongside more experienced professionals.
- Through our talk, training and observation we have a shared understanding and a common language that ensures the consistency of our agreed approach. We know the key conditions needed to create this community of learners are trust, risk-taking, collaboration, co-construction, common goals and shared values. All of these underpin our DNA.
- As a member of both our region and Ark Schools we have regular opportunities to share practice and train together, attend joint monitoring visits or collaborate within our subject area. We are also a member of The Prince's Teaching Institute which supports the development of subject knowledge.

ARK Safe Recruitment Procedure

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.

Disclosures

This post is classified as having substantial access to children, and appointment is subject to an enhanced police check of previous criminal convictions (DBS). Applicants are required, before appointment, to disclose any conviction, caution or binding over including 'spent convictions' under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar individuals from employment – this will depend upon the nature of the offence(s) and when they occurred.

Reference Checking

References from the previous and current employer will be taken up for shortlisted candidates, and where necessary employers may be contacted to gather further information

Probation

All new staff will be subject to a probation period of six months (which may, in certain circumstances, be extended by up to 10 weeks). The probation period is a trial period, to enable the assessment of an employee's suitability for the job for which they have been employed. It provides the academy with the opportunity to monitor and review the performance of new staff in relation to various areas, but also in terms of their commitment to safeguarding and relationships with pupils.

