



Ark St Alban's Academy

Receptionist Administrator

Our school is seeking a flexible and self-motivated individual to join our administration team to provide a highly professional and efficient reception service.

As a member of the admin team, you will work within the busy environment of the school reception assisting in the management of the day to day running of the school reception, along with other school administration duties.

Excellent organisational skills are essential to this role in order to deal with the variety of tasks that need to be undertaken. Strong communication and interpersonal skills suitable for dealing with parents, colleagues and students are also an important requirement of this role.

We are looking for someone who has:

- Experience in reception and administration.
- Excellent interpersonal skills, calm, professional and responsible and who works well both in a team and on their own initiative.
- Excellent ICT skills and telephone manner.

Our school consistently secures excellent outcomes for our pupils.

At Ark St Alban's Academy, you will be working with staff who are experts in their field. 70% of our pupils are drawn from households ranking in the top decile for income deprivation affecting children. Despite this, the progress pupils make at Ark St Alban's Academy consistently places our school in the top 10% of schools nationally.

Our young people need continuity and effective support now more than ever. In this role you will work across the whole school with staff, visitors, pupils and parents promoting excellent communication.

This is an opportunity to have an immediate impact on the life chances of our young people.

We believe that success in a university preparatory curriculum is the best way to make sure that all of our pupils can make meaningful choices about their future when they leave us. As such, we teach an academically rigorous curriculum and provide pupils with both the pastoral support and the excellent teaching that they need in order to thrive.

At Ark St Alban's Academy, we recognise that equipping pupils with the knowledge and skills required to keep themselves healthy and is a key lever in unlocking their capacity to make progress across the curriculum. We also recognise that guided practice in navigating the dynamics of teams, in leading others and in competing against others is crucial for preparing our pupils for success at university and beyond.

Our [website](#) can provide more information about Ark St Alban's Academy.

Reporting to: Director of Data and Assessment
Location: Ark St Albans Academy
Contract: Permanent
Working Pattern: 40 hours per week. Working pattern Monday to Friday, 08:00- 16:30.
Term time only plus two weeks.
Salary: Ark Support scale, Grade 5 point 5-12. Salary range £21,575-£24,496 (fulltime).

For an informal, conversation about the role please contact Katie Roberts on katie.roberts@arkstalbans.org. Please submit your application online by visiting [our vacancies page](#).

The deadline for applications is **Monday 06 November 2023 at 10.00am.**

Our [website](#) can provide more information about Ark St Alban's Academy.

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 St Alban's Academy

Job Description: Receptionist Administrator

The Role

In this role you will provide a high standard of administration support to the academy undertaking various duties across a range of Admin & Exam/Data activities. You will work with the other members of the admin team to uphold the vision and ethos of the academy at all times and provide excellent customer service to a range of stakeholders.

As the Receptionist, you will be the welcoming face of the academy and will provide a positive first impression to all visitors, students and staff, and provide general administrative support.

Key Responsibilities: Reception

- Act as the academy's receptionist as part of a reception cover rota, 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 academy, at all levels of seniority, with confidence, tact and professionalism
- Ensure safeguarding procedures are followed for all visitors 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 the post, receive deliveries and maintain electronic mail systems ensuring that information is passed to relevant staff in a timely manner

Key Responsibilities: Admin

- Provide general clerical and administrative support for the school, including handling sensitive and confidential documents and information.
- Maintain manual and computerised records and management information systems, producing accurate lists or data as required by colleagues or compliance bodies
- Assist with student welfare and liaise with parents where necessary.
- Using the Management Information system to reset staff passwords
- Maintain the printers - replace toners, check paper stock, report paper jams.

Key Responsibilities:

- Maintaining and updating the school website
- Maintain the schools social media accounts
- Maintaining the screens around the school
- Producing the Parent weekly update for the Principal
- Maintain an accurate waiting list, notifying parents of the pupils position on the waiting list
- Notifying the Local Authority of any changed to the school waiting list or on roll pupils.
- To work with the Director of Data & Assessment to support Progress Days
- To assist the Director of Data & Assessment in organising and supporting the administration of all admission appeals

Other:

- Actively promote the safety and welfare of our children and young people
- Ensure compliance with Arks data protection rules and procedures
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy
- Work with Ark Central and other academies in the Ark network, to establish good practice throughout the network, offering support where required

This job description is not an exhaustive list and you will be expected to carry out any other reasonable tasks as directed by your line manager.

Person Specification: Receptionist Administrator

Qualifications

- GCSE English and Mathematics Grade C or above

Knowledge, Skills and Experience

- Experience of running effective administrative systems, preferably in a school environment
- Professional telephone manner
- Excellent communication skills, writing and customer service manner
- Experience of data entry into databases and other IT systems
- Excellent organisation and time-management skills
- High level of proficiency with Microsoft Office
- Able to build relationships with a range of stakeholders and anticipate others' needs
- Able to manage several projects at once, prioritising accordingly to meet all deadlines

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 you understand 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

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.

Being part of the Ark network

Ark is an international charity, transforming lives through education. We exist to make sure that every child, regardless of background, has access to a great education and real choices in life. We know that great schools need great teachers, which is why we offer you the very best training and support at every stage of your career - from starting out as a trainee to running your own school.

Our highly-successful network of 37 schools educates over 20,000 students across Birmingham, Hastings, London and Portsmouth. They are achieving some of the best results in the country despite being largely in areas of historic academic underachievement.

Ark schools prioritise six key principles: high expectations; excellent teaching; exemplary behaviour; depth before breadth; more time for learning; knowing every child.

Ark invests significantly in a number of professional development programmes which complement academy level training:

- The Ark training menu: we have developed a bespoke training menu, which is accessible by all staff in the network offering a wide range of training modules to staff in all roles
- Network support: schools share CPD, allowing us to share best practice and role specific training across the network, facilitated by in-school and central staff
- Ark staff receive 10 training days each year rather than five creating time to collaborate with subject specialists within each school and across the network

Ark is at the forefront of changing education society through education. You can read more about how Ark is transforming lives through education [here](#).

Meet the Principal

Guy Rimmer graduated from the University of Warwick and became part of the very first Teach First cohort in the West Midlands. Having trained as an English teacher in Birmingham, Guy then went on to work for Teach First itself, coordinating teacher development activities for its alumni network. In 2010, he joined Ark Schools and began teaching at King Solomon Academy, an exceptionally successful start-up school in central London where he taught a number of subjects including Business, Geography and Religious Studies.

Guy held several leadership positions at King Solomon Academy, before becoming Head of Secondary in 2018. In ten years as a leader at KSA, Guy played a key role in the success of the first five cohorts to complete GCSEs and A-Levels at the school, cohorts which consistently placed in the top 1% nationally for pupil progress and from which, the majority of pupils regularly secured places at top-third universities after the completion of their sixth form studies. Guy joined Ark St Alban's Academy in September 2020 and he is determined to continue the work of building a school in central Birmingham which is a truly exceptional place to work and to study.



If you would like to speak to the principal prior to making an application, please get in touch via katie.roberts@arkstalbans.org

Ark Safer 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.

Disclosure

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

