**Job Description: HR Assistant/Receptionist**

**Reporting to: Operations Manager**

**Location: Ark St Albans Academy**

**Contract: Permanent**

**Working Pattern: Part Time, Term Time Only – 18 Hours/Week**

**Salary: Ark Support Scale 5: £17,972 - £21,285 (pro rata £7,695.15 – £9,113.69)**

**The Role**

In this role you will provide a high standard of HR administration support to the academy undertaking various duties across a range of HR 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: HR**

**HR Data Management & Reporting**

* Managing information in HR management information system (Bromcom)
* Reporting information from Bromcom
* Maintaining an accurate and up to date paper and electronic filing system for personnel records
* Complete School Workforce Census return
* Support the maintenance of the Single Central Register (SCR)

**Recruitment**

* To support the recruitment processes across the academy, including advertising,

scheduling and booking interviews, liaising with candidates, producing interview panel packs and meeting and greeting candidates, and organising school tours

* Organising interviews i.e. scheduling interview dates & timing, preparing task

materials & presentation equipment for the selection process, as well as assisting in the smooth running of recruitment days

* Monitoring and recording all aspects of the recruitment process, ensuring all required paperwork is completed and returned by panel
* To support the HR team in processing staff appointment documentation for

successful candidates, including offer letters, contracts of employment and all pre-employment checks, ensuring all safeguarding checks are completed and recorded accurately, escalating any issues as necessary

* Communicate details of new employees to appropriate colleagues to ensure facilities and equipment are readily available upon commencement of employment
* Make the necessary arrangements for new employees to attend induction training

**Compliance**

* Recording and reporting staff absence
* Supporting absence management casework
* Provide admin support to the performance management, probation and induction processes

**General HR Administration**

* Complete a range of HR related paperwork
* Process staff changes and staff leaving documentation
* Day to day tasks such as word processing, using excel spreadsheets, photocopying, filing, shredding and distribution of information
* Other administration as requested by the Operations Manager

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

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: HR Assistant/Receptionist**

**Qualifications**

* GCSE English and Mathematics Grade C or above

**Knowledge, Skills and Experience**

* Experience of running effective administrative systems, preferably in a school environment
* Experience in HR administration
* Previous experience of working as a receptionist, desirable
* 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*](http://arkonline.org/sites/default/files/Ark_safe_recruitment.pdf)*, but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check*.