**JOB DESCRIPTION**

**Post:** Receptionist

**Reporting to:** Business Operations Manager

**Location:** ArkCharter Academy, Portsmouth

**Contract:** Term Time Only + 1, Permanent

**The Role**

As the Academy Receptionist, you will be the welcoming face of the academy, providing a warm, professional impression to all students, staff, parents, and visitors. You will offer high-quality reception services and general administrative support.

**KEY RESPONSIBILITIES**

**Reception and Communication**

* Greet all visitors in a friendly and professional manner, issuing passes and ensuring full compliance with signing-in, safeguarding, and fire safety procedures.
* Serve as the first point of contact for all telephone enquiries, ensuring prompt, polite, and effective communication.
* Route calls and messages accurately and efficiently to the appropriate staff member.
* Maintain an up-to-date understanding of events and activities taking place across the school to confidently answer queries from parents and stakeholders.
* Maintain a tracker detailing names of students who need to leave early and when.
* Maintain a tidy and organised reception area, ensuring it remains clutter free and clean.

**Administration and Support**

* Provide a range of general administrative support including data entry, printing, letter preparation, and other day-to-day office tasks.
* Manage Outlook calendars, including scheduling meetings and room bookings.
* Receive and distribute post and manage office supplies such as lanyards, visitor passes, and stationary.
* Ensure outgoing post is franked and ready for collection on a daily basis.
* Support parent communications and processes for events such as parents’ evenings, including acting as front-of-house.
* Liaise with the site team to ensure deliveries, contractors, and health and safety matters are managed smoothly.

**Pupil Welfare and Safeguarding**

* Ensure safeguarding protocols are followed for all visitors and phone interactions.
* Ensure academy processes and procedures are followed while remaining supportive of student needs.
* Oversee the sign-in of late pupils and maintain accurate late attendance records in coordination with the Attendance Manager.
* Provide first aid support (training can be provided).

**Other Responsibilities**

* Support Ark’s commitment to safeguarding and promoting the welfare of children and young people.
* Adhere to Ark’s data protection policies and procedures.
* Liaise confidently and professionally with colleagues and external stakeholders.
* Engage with Ark’s wider network, attending relevant meetings and training sessions.
* Contribute to the whole school initiatives, training and enrichment activities as required.

This job description is not necessarily a comprehensive definition. It will be reviewed periodically and when appropriate to reflect or anticipate changes in the job commensurate with the grade and job title. It may be subject to change or modification at any time after consultation taking into account the circumstances of the academies and their implications.

**Person Specification**

**Qualifications**

* GCSE Grade C/4 above in English and Math’s (or equivalent).
* Additional qualifications relevant to administration customer service, or first aid are desirable.

**Knowledge, Skills and Experience**

* Strong communication and interpersonal skills; able to remain calm and professional in challenging situations.
* Previous experience in a school office or customer service preferred.
* Excellent administrative and organisational skills with attention to detail.
* Confident using Microsoft Office and other digital tools.
* Knowledge of safeguarding and confidentiality protocols.
* Experience in parental communications is desirable.

**Behaviours**

* Genuine passion for education and belief in the potential of every student.
* Resilient, adaptable, and calm under pressure.
* Committed to safeguarding and promoting the welfare of children.
* Strong sense of integrity, professionalism, and reliability.
* Positive team player with a flexible, can-do attitude.

**Other**

* Commitment to equality of opportunity and the safeguarding and welfare of all students
* Right to work in the UK
* 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 which will include questions about safeguarding. 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. This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English is an essential requirement for the role.*

*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*](https://arkschools.sharepoint.com/:b:/g/ArkNetCentral/hr/EcXQDSjo9UpCpgk8lDWMN0sBVG6GBUTVWVXp9c5KkW-tog?e=bfdlES)*.*

*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*](https://arkonline.org/our-approach/diversity-and-inclusion)*.*