



**Ark Boulton  
Academy**

## School Administrator/Receptionist

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|-------------------------|----------------------------------------------------------------|
| <b>Reporting to:</b>    | Office Manager                                                 |
| <b>Start Date:</b>      | September 2026                                                 |
| <b>Location:</b>        | Ark Boulton Academy, Golden Hillock Road, Birmingham, B11 2QG  |
| <b>Contract:</b>        | Permanent                                                      |
| <b>Working Pattern:</b> | Full Time; 40 hours per week, term time plus 10 days           |
| <b>Salary:</b>          | Ark Support Staff Band 5 outside London (£25,583 - £28,598p/a) |
| <b>Closing Date:</b>    | 31 <sup>st</sup> August 2026                                   |

*If you are ready to add further value to our school and to work alongside a brilliant Admin team, then you will find this job extremely rewarding.*

The Receptionist & Administrator is a key member of the school's front office team, acting as the first point of contact for students, parents, staff, visitors and external agencies. The postholder will provide a professional reception service while delivering comprehensive administrative support to ensure the effective day-to-day operation of the academy. The role requires excellent customer service, organisation and communication skills, together with the ability to manage multiple priorities in a busy school environment.

### Key Responsibilities

#### Reception Duties

- Act as the school's main receptionist, providing a welcoming and professional first point of contact for visitors, parents, students, staff and external stakeholders.



Respect



Curiosity



Perseverance

- Answer telephone calls, emails and enquiries promptly and professionally, ensuring they are directed appropriately.
- Maintain visitor records and ensure safeguarding procedures are followed for all visitors, including visitor sign-in processes and identification checks.
- Receive and distribute post, deliveries and correspondence efficiently.
- Ensure all communications are correctly logged and passed to the relevant staff members in a timely manner.
- Provide first aid support where appropriate and assist with student welfare needs.

### **Administrative Support**

- Provide comprehensive administrative and clerical support to the Senior Leadership Team, teaching staff and wider academy community.
- Establish and maintain efficient administrative systems and processes.
- Maintain accurate manual and electronic records, databases and management information systems.
- Produce reports, correspondence, lists and documentation as required.
- Liaise with parents and carers regarding student welfare, attendance and general academy matters.
- Support the organisation and administration of school events, educational visits and trips, including bookings and associated documentation.
- Maintain stationery, office supplies and stock control systems.
- Manage filing systems and ensure records are maintained in accordance with academy procedures.

### **Communication and Stakeholder Engagement**

- Build positive relationships with parents, students, staff, governors and external agencies.
- Communicate confidently, tactfully and professionally with stakeholders at all levels.
- Handle confidential and sensitive information with discretion and professionalism.
- Support academy communication processes and contribute to maintaining a positive image of the school.



## Other

- Actively promote the safety and welfare of children and young people.
- Comply with Ark's safeguarding, health and safety, data protection and confidentiality requirements.
- Work collaboratively with colleagues across the academy and wider Ark network to share good practice.
- Undertake any other reasonable duties commensurate with the grade of the post as directed by the line manager and SLT.

## Person Specification

### Qualifications

- Maths and English GCSE at grade C or above (or equivalent)

### Skills, knowledge & Experiences:

- Previous experience in an administrative and/or receptionist role, ideally within a school or educational setting.
- Experience of maintaining accurate records and data entry systems.
- Excellent customer service and telephone manner.
- Strong communication, writing and interpersonal skills.
- Excellent organisational and time-management skills.
- High level of proficiency in Microsoft Office applications.
- Ability to manage multiple tasks, prioritise workload and meet deadlines.
- Ability to use initiative and work independently when required.
- Experience of dealing with confidential and sensitive information.
- Ability to build positive relationships with a wide range of stakeholders.
- Understanding of safeguarding procedures and professional boundaries.

## 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.*

### **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.

