



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

# **PRIMARY SCHOOL RECEPTIONIST/ADMINISTRATOR**

## **CANDIDATE INFORMATION PACK**

April 2025

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 21 April 2025**. If you would like to discuss the role in more detail, please contact Peter Watkins on 020 8385 4371 or [f.francis@arkacademy.org](mailto:f.francis@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

**James Elliott**  
**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  
**Salary:** Ark Support Scale 5, point 5 (points Range 5-13)  
**Hours:** 40 hours per week, 39 weeks per year

#### **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.

### **Medical Administration & Compliance:**

- Ensure all medications (both prescription and non-prescription) are correctly labelled, stored securely, and administered in line with school policies and government regulations.
- Maintain up-to-date records of student medical needs, allergies, and care plans, ensuring accessibility for relevant staff.
- Ensure that all medication consent forms are completed, stored, and updated as required.
- Conduct regular checks on first aid kits across the school and replenish supplies as needed.
- Ensure emergency medication (e.g., EpiPens, inhalers) is accessible in designated locations and staff are aware of their whereabouts.

### **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 iPayimpact 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, stationery, 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/hoodies or similar

### **Photographs**

- to liaise with outside photographers to ensure that photographs of individuals, groups and classes are taken at appropriate points in the 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

### 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 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.

### WHERE TO FIND US



**Wembley Park (Jubilee/Metropolitan Line)**



**Chiltern Railways**



**Buses: 206, 245, 297, 83, 182**

#### **By Car: A479**

Postcode for satnav: HA9 9JR

A406 North Circular Road (15 minutes away)

**Ark Academy** Bridge Road London HA9 9JP

Tel: +44 (0)20 8385 4370

Email: [info@arkacademy.org](mailto:info@arkacademy.org)

Website: [www.arkacademy.org](http://www.arkacademy.org)

