



Ark Blake
Academy



Receptionist/Administrator

Starting October 2025



Work Hard, Be Kind & Take Responsibility



Welcome from the Principal

Dear Candidate

Thank you for your interest in our current Receptionist/Administrator vacancy and in furthering your career at Ark Blake Academy. We are a thriving and successful academy based in East Croydon. Opened in 2020, we are now consistently over-subscribed in every year group with students in Years 7-11. Here at Ark Blake you will find:

- B**ehaviour that is built upon our ‘*work hard, be kind and take responsibility*’ ethos
- L**earning that is nurtured through our calm, purposeful and warm environment
- A**cademic excellence that is achieved through high quality teaching by passionate subject experts
- K**nowledge rich, bold and innovative curriculum that equips students for the future
- E**nrichment that develops lifelong skills and unlocks hidden talent

I joined the Academy in September 2023, and we also welcomed a number of senior and middle leaders to the Academy at that time. As we continue to prosper we look forward to welcoming further outstanding candidates to our brilliant team in 2025/26.

In terms of what drives our school culture, it is based around the simple but powerful belief of ‘**working hard, being kind and taking responsibility**’. We aim to become a leading school in London as quickly as possible by living out this day-to-day belief and ensuring our students leave with the ‘master key’ that opens any door for the future progression. We never accept that background determines outcomes, and we work relentlessly to reinforce this with our student community. We also aim to be exceptionally supportive of our fantastic staff body and have a genuine and meaningful approach to staff wellbeing and workload that means they are free to focus on what really matters for the day-to-day student experience.

At our most recent Monitoring Visit in April 2025, the continued improvement to the Academy since September 2023 was recognised and this is testament to the hard work put in by staff and students:

- *Staff and students’ alignment with the school’s values is striking. Students and staff alike fully buy-in to the school’s culture and ethos*
- *Students’ behaviour is excellent. Lessons are characterised by warm relationships between staff and students*
- *Students speak very positively about the quality of teaching they experience*

99%

In our most recent staff survey 99% of our staff team agreed with the statement ‘I am proud to work at Ark Blake’

If you feel that you can add value to our fantastic team, we look forward to receiving your application!

If you have any questions about working at Ark Blake Academy, wish to speak with a member of our team or would like to arrange a visit, please contact Vicky Rouse, v.rouse@arkblake.org or call us on 020 3443 9000.

Sam Rispoli, Principal

“No bird soars too high, if they soar with their own wings.”

Receptionist/Administrator

Do you want to join our fantastic team where you will help make a lasting impact on our students and unlock their life chances?

We currently have an opportunity for an exceptional Receptionist/Administrator to join our team

| | |
|-------------------------|--|
| Location: | East Croydon – 10 minute walk from East Croydon Station |
| Contract: | Permanent |
| Working Pattern: | Full Time (Term Time + 2 Weeks), Monday to Friday 8.00am-4.30pm |
| Reports to: | Office Manager |
| Start Date: | October 2025 or sooner |
| Salary: | Competitive: Ark Outer London Grade 4 Scale points 3-7 (£26,923 to £28,535 actual salary) depending on experience |
| Closing Date: | Midnight on Monday 22nd September 2025 |

Please note we will be reviewing applications on an ongoing basis and this advert may close earlier than advertised depending on the level of response. Early application is strongly advised.

The Role

We are seeking an exceptional Receptionist/Administrator to join our Office Team, to work in close partnership with our Office Manager. As the Receptionist/Administrator, you will be the welcoming face of the school providing a positive first impression to all visitors, parents and carers, students and staff. You will collaborate with members of various teams to uphold the vision and ethos of the Academy at all times and provide outstanding general administrative support and customer service to a range of stakeholders.

The successful candidate will have the opportunity to grow with the Academy and be supported in developing their knowledge and skillset.

You will demonstrate

- Excellent team working skills
- Excellent communication skills, both written and spoken
- Empathy, patience, reliability and consistency
- Flexibility, proactivity and a willingness to change approaches when necessary
- A high level of self-awareness and self-management
- Resilience, motivation and commitment to achieving excellence
- Ability to be reflective and proactive in seeking feedback to constantly improve practice
- An unwavering determination to deliver excellent customer service for our students, parents/carers and stakeholders
- Courtesy, professionalism and tact and present a positive image in a busy Reception/Office environment
- A genuine passion and a belief in the potential of every student
- Commitment to regular and ongoing professional development and training

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About our school

Ark Blake Academy is a successful academy based in East Croydon that opened in September 2020. We are consistently oversubscribed in every year group and currently have students in Years 7–11. We have an exceptionally strong team of committed staff at Ark Blake and are now seeking to recruit for further key roles to drive forward our ambitious plans.

At Ark Blake Academy, our mission is to embed a powerful knowledge-rich curriculum and provide fantastic opportunities for character development, all underpinned by an environment where exemplary behaviour is the norm. In terms of our school culture, it is based around the simple but powerful belief of **‘working hard, being kind and taking responsibility’**. We aim to become a leading school in London as quickly as possible by living out this day to day belief.

What we offer our staff?

Ark Blake Academy is part of Ark, one of the UK’s most successful school groups, with a network of 39 schools in 4 locations across the country.

As a proud member of the network, we offer:

- Salaries 2.5% higher than main pay scale
- Twice as many training days as standard
- Generous pension scheme
- Access to Ark Rewards – a scheme offering savings from over 3,000 major retailers
- Interest free loans – up to £5,000 available for season tickets or to buy a bicycle
- Gym discounts offering up to 40% off membership
- Access to our Employee Assistance programme providing free confidential counselling, legal advice and a range of support
- Access to high-quality, regular professional development

Why Work at Ark Blake Academy?

Further information about working at Ark Blake can be found [here](#).

For more information about our school, please visit: www.arkblake.org,
or to arrange a confidential conversation about this role or arrange a visit
please contact: v.rouse@arkblake.org

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Job Description

Key Responsibilities

- Ensuring that all visitors, students and staff receive excellent customer service and support maintaining high professional standards
- 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 first impression of the Academy
- Maintaining a tidy, calm and professional reception area
- Interacting with parents, carers, colleagues and visitors to the school, at all levels of seniority, with confidence, tact and professionalism
- Ensure safeguarding procedures are followed for all visitors and contractors including appropriately handling incoming calls and enquiries
- Assist with student welfare and liaise with parents/carers where necessary
- 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 school post, receive deliveries and maintain email accounts ensuring that information is passed to relevant staff in a timely manner
- Support with attendance, in particular late arrivals and signing out students who need to leave early
- Providing general administrative support for the school
- Maintaining an efficient reprographics service (as part of a team) ensuring that on the day cover work is prioritised
- Providing cover for the Office as required
- Managing lost property
- Being a member of the Academy's First Aid trained team

Other

- Actively promote the safety and welfare of our children and young people
- Ensure compliance with Ark's 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.



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Person Specification

Qualification Criteria

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

Knowledge, Skills & Experience

- Proficient with Microsoft Outlook, Word, Excel and PowerPoint
- Experience with Bromcom (desirable but not essential as training can be provided)
- Excellent grammatic and numerical skills
- Experience demonstrating excellent organisation, prioritisation and time management skills
- Experience of delivering effective and efficient administrative support

Behaviours

- Genuine passion for and a belief in the potential of every student
- Belief that every student should have access to an excellent education regardless of background
- A robust awareness of keeping children safe, noticing safeguarding and welfare concerns, and understanding how and when to take appropriate action
- Maintains high standards and a keen eye for attention to detail
- Strong planning and organisational skills
- Professional outlook, detail orientated, able to multitask and meet deadlines
- A team player who can work collaboratively as well as using own initiative
- Exercises sound judgment, especially relating to confidentiality and discretion
- Calm and professional under pressure
- 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
- Work with Ark Central and other academies in the Ark network, to establish good practice throughout the network, offering support where required
- Ensure compliance with Ark's data protection rules and procedures
- To carry out other reasonable tasks as directed by the Senior Leadership Team
- This post is subject to an enhanced DBS check



Ark is an education charity that exists to make sure that all children, regardless of their background, have access to a great education and real choices in life.

There are 30,000 students learning in our network of 39 schools. We've always believed that, with the right approach, every child has the potential to succeed. We work in the communities where we can make the biggest difference to children's lives, and all our schools are non-selective.

It works:

Our schools achieve great results – significantly outperforming national averages, especially when it comes to driving progress – the best measure for 'closing the gap'.

We take what we learn in our schools to develop new solutions and approaches that we can share. Over the last two decades, we have developed and incubated more than 20 projects and programmes, supporting them to scale and achieve systemic impact on the life chances of all children. Over 350,000 children currently learn using an Ark curriculum and our Ark Start nurseries are demonstrating a new model for early years education that we hope will become the norm.

76%

Ark is among the top performing trusts at primary. In 2024, 76 percent of pupils achieved the expected standard or above in reading, writing, and maths – surpassing the national average of 61 percent by 15 percentage points.

83%

Eighty-three percent of our sixth form students go to university at 18, compared to 38 percent nationally. Of those progressing to university, six in 10 attend a top third university compared to three in 10 nationally.

At secondary, six in 10 students from a disadvantaged background at Ark achieve GCSEs in Maths and English, compared to just four in 10 nationally

Transforming lives through education