



Ark Victoria Academy

Receptionist

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| Reporting to: | Office Manager |
| Start Date: | September 2026 |
| Location: | Ark Victoria Academy, Talbot Way, Small Heath, Birmingham, B10 0HJ |
| Contract: | Permanent |
| Working Pattern: | 17 hours per week, 39 weeks per year (annualised hours) |
| Working Hours: | 7:30am to 4:30pm, Thursday to Friday |
| Salary: | Ark Support Pay Scale Grade 5, points 5 – 12 (£25,583 - £28,598 FTE). Pro-rata salary will be £10,391 - £11,616. |
| Closing Date: | 29th June 2026 |

Ark Victoria Academy is seeking an experienced Receptionist to join our friendly and diverse Operational team.

You will be the front-facing representative of the Academy, dealing with visitors, pupils, staff and other stakeholder groups. You will join the team of student administrators and will receive support and guidance from the Office Manager. The right candidate will be an excellent team player and will demonstrate their ability to work well under pressure, in a fast-paced school environment. We are looking for an organised individual who will uphold the vision and ethos of the academy at all times, providing an excellent customer service.

The successful candidate will:

- have experience of working as a receptionist or other customer service role
- have excellent administrative and organisational skills
- be competent user of Microsoft Office and confident to learn and use new technologies

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



About Ark Victoria Academy

Ark Victoria Academy provides pupils with an excellent education through an ambitious curriculum, personal development and character programme, and an extensive student experience and extra-curricular offer. Although we are a large school, we are able to retain a family feel, to nurture our pupils through their schooling and ensure that they flourish and leave us with the skills and qualifications necessary to continue their journey of life-long learning in a university or career of their choice.

Our school values and virtue pathways are crucial to our culture and ethos, they are also part of the way we work and learn together and have been instrumental to us on our school improvement journey. Our values of Ambition, Resilience and Kindness permeate our curriculum, our culture, school and our learning community.

It is for these reasons that Ark Victoria Academy was judged to be significantly improved in all areas from the 2019 'Good' inspection, by Ofsted, in October 2024: *'This is a school which lives out its values in full for the benefit of children in Nursery to the pupils in Year 11...pupils thrive at all stages of Ark Victoria Academy...as the school knows its pupils very well, they are very well supported to engage with the school's ambitious curriculum'*. The full report (September 2024) can be found here: <https://files.ofsted.gov.uk/v1/file/50262921>.

We prioritise staff development with a strong emphasis on securing expert subject knowledge from our teachers, strong teaching and leadership and a focus on excellence for our pupils and staff. **Our [website](#) can provide more information about Ark Victoria Academy.**

Why work for our school?

We value our staff and provide a comprehensive programme of coaching and professional development for all our staff. We use our values and our virtue pathways to shape the way we work and learn together. Hear what our teachers have to say about working at Ark Victoria Academy: <https://arkvictoria.org/jobs/working-for-us>

- We take CPD seriously, which is why we offer twice the number of training days as standard
- Our school's 'Wellbeing Wednesdays' are a great hit – get in touch to find out more
- Our staff can take advantage of our on-site fitness suite
- Access to Ark Rewards scheme offering up to £1,000 a year in savings from over 3,000 major retailers
- Interest-free loans of up to £5,000 available for season tickets or a bicycles
- Gym discounts offering up to 40% off your local gym

For an informal conversation about the role please contact the HR Team via 0121 393 4459 or via vichr@arkvictoria.org.

Please note the school reserves the right to close this advert early and interviews may take place before the advertised closing date. Applicants are strongly encouraged to apply early for this role to avoid disappointment.

How to Apply:

Please submit your application online by visiting <https://arkvictoria.org/jobs/vacancies>.



Job Description

Key Responsibilities

- Answer and manage incoming phone calls, including monitoring and responding to voicemail messages
- Maintain a professional and welcoming reception area at all times
- Provide support and assistance to parents, visitors, and late-arriving pupils
- Manage bulk printing and reprographics tasks
- Monitor 'Every' for administrative, stationery, and reprographics requests
- Carry out iPay debt monitoring and follow-up
- Maintain the Single Central Record (SCR) and letter logs
- Respond to first aid calls and update the First Aid Tracker system
- Support the coordination of parents' evenings, events, and room bookings
- Administer Free School Meals (FSM) processes, including distributing forms and liaising with Admissions
- Maintain accurate student correspondence and admissions records using Bromcom
- Process and record change of information forms, including school transfers
- Prepare and manage fire registers and PEEPs (Personal Emergency Evacuation Plans)
- Manage incoming deliveries and ensure correct distribution
- Maintain and oversee the franking machine
- Provide administrative support to the First Aid Lead (Primary and Secondary)
- Monitor and manage the Inventory visitor management system
- Oversee mobile phone collection procedures (Secondary)
- Provide general administrative support as directed by the Office Manager, including support for the Senior Leadership Team (SLT)

Person Specification

Qualifications

- Right to work in the UK
- GCSE English and Mathematics grade C or above (or equivalent) (desirable)
- First Aid qualification or equivalent (desirable but training can be provided).

Experience

- Experience of liaising with pupils, staff members and external stakeholders
- Excellent administrative and organisational skills
- Competent user of Microsoft Office and confident to learn and use new technologies
- Experience of working as a receptionist or other customer service role

Personal qualities

- Excellent communication skills both written and verbally
- Good organisation skills and able to prioritise tasks
- Polite, friendly, and helpful manner
- Able to use initiative

Other

- Willingness to undertake training
- Commitment to the safeguarding and welfare of all pupils.
- This post is subject to an enhanced DBS check

Ambitious

Resilient

Kind



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](#), but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.

Executive Principal

I am delighted and proud to welcome you to Ark Victoria Academy, a family school in the heart of Small Heath. I joined our academy in 2019 and am working hard with our pupils and staff to make sure our school continues to improve. We want to provide an excellent education for each and every one of our pupils.

As Principal, it is my responsibility to create an environment in which your child can become a confident, articulate, resilient and kind young adult. Our curriculum, enrichment programme and student experience days, help ensure our pupils learn, thrive and make progress. We are committed to preparing and supporting our pupils to go on to pursue careers they are passionate about, contributing positively to society and living happy, healthy and fulfilled lives.

Our school community works hard to ensure our values of being **ambitious**, **resilient** and **kind** underpin our work and are upheld by us all.

We know that all children can and will achieve success and our dedicated staff work hard to nurture, support and provide challenge, to make this a reality. We welcome and value the input of carers and parents; together, we work hard to help realise the dreams and ambitions of our children and their families.

Please take a look around our website to find out what we can offer your child. The best way to really understand our school is to experience it. I would love to show you around and answer any questions you may have.

Ms Ela McSorley, Executive Principal

Being part of the Ark network

Ark is an international charity, transforming lives through education. We exist to make sure that every child, regardless of background, has access to a great education and real choices in life. We know that great schools need great teachers, which is why we offer you the very best training and support at every stage of your career - from starting out as a trainee to running your own school.

Our highly-successful network of 39 schools educates over 20,000 students across Birmingham, Hastings, London and Portsmouth. They are achieving some of the best results in the country despite being largely in areas of historic academic underachievement.

Ark schools prioritise six key principles: high expectations; excellent teaching; exemplary behaviour; depth before breadth; more time for learning; knowing every child.

Ark invests significantly in a number of professional development programmes which complement academy level training:

- The Ark training menu: we have developed a bespoke training menu, which is accessible by all staff in the network offering a wide range of training modules to staff in all roles
- Network support: schools share CPD, allowing us to share best practice and role specific training across the network, facilitated by in-school and central staff
- Ark staff receive 10 training days each year rather than five creating time to collaborate with subject specialists within each school and across the network

Ark is at the forefront of changing education society through education. You can read more about how Ark is transforming lives through education [here](#).



Ambitious

Resilient

Kind



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.

