



# Ark All Saints Academy

## **Job Description: School Reception & Support Assistant**

<b>Reporting to:</b>	<b>Office Manager</b>
<b>Location:</b>	<b>Ark All Saints Academy</b>
<b>Contract:</b>	<b>Permanent</b>
<b>Working Pattern:</b>	<b>Full Time 36 hrs per week (52 weeks)</b>
<b>Salary:</b>	<b>£28,143-£29,843 (Grade 4 Pay Point 4)</b>

### **The Role**

As the School Receptionist & Support Assistant, you will be the welcoming face of the school and will provide a positive first impression to all visitors, scholars and staff, and provide general administrative support.

### **Key Responsibilities**

- Act as the school's main receptionist and present a professional and welcoming face for the Academy to all visitors, staff and students, including telephone callers.
- To ensure all visitors are signed into the academy in accordance with safeguarding procedures including maintaining visitors' verification log.
- Interacting with parents, carers, colleagues and visitors to the school, at all levels of seniority, with confidence, tact and professionalism
- Ensure that all communications are correctly logged and immediately forwarded to the appropriate member of staff or escalated as required.
- To ensure the overall appearance of the reception is always presentable.
- Provide a first point of contact for all incoming communications, including voicemail messages.

### **Administration tasks**

- Provide general administrative support for the school e.g. photocopying, filing, monitoring stationary stock levels, checking student's lunch balances and cashless payments as required.
- Communicate with parents regarding lunch debt
- Provide support to staff for printing requirements, ensuring all printing devices work efficiently, maintaining day-to-day printing operations and supplies
- Deal effectively with school post, receive deliveries and maintain electronic mail systems ensuring that information is passed on to the relevant staff in a timely manner.
- Ensure that all school related queries are dealt with effectively, taking the initiative to identify and handle issues that arise.
- Regularly update the school's MIS Bromcom, IPay, Impact, ensuring

confidentiality is observed at all times and that records are accurate.

- Support the maintenance of accurate scholar medication records

### Other tasks

- To complete First Aid training and act as a First Aider.
- Attend and support school trips
- Support the sale of uniforms.
- Maintain classroom noticeboards ensuring appearance is of a high standard.
- Support events such as Parents' and information evenings, Open Days and Community events.
- Act as a Fire Warden following training.
- To support till duties during school lunch times, on a rota basis.
- Carry out other reasonable tasks as directed by your line manager and members of the senior leadership team.
- Ensure the working environment is always clean and professional.
- Be flexible around working hours when required.
- Be willing to undertake appropriate training in line with contractual duties, including First Aid training.
- Actively promote the safety and welfare of our children and young people
- Ensure compliance with Arks data protection rules and procedures
- 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.

## **Person Specification: Receptionist**

### **Qualifications**

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

### **Knowledge, Skills and Experience**

- Previous experience of working as a receptionist is desirable
- Experience of carrying out administration tasks
- Professional telephone manner
- Excellent communication skills and customer service manner
- Excellent organisation and time management skills
- High level of proficiency with Microsoft Office
- Ability to effectively deal with minor incidents, First Aid, and the personal health and hygiene of the students

### **Behaviours**

- Genuine passion for and a belief in the potential of every pupil
- A robust awareness of keeping children safe, noticing safeguarding and welfare concerns, and understanding how and when to take appropriate action.
- Belief that every student should have access to an excellent education regardless of background
- Professional outlook, detailed orientated and able to multi task and meet deadlines
- A team player that can work collaboratively as well as using own initiative
- Calm and professional under pressure
- Understanding the importance of confidentiality and discretion
- 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
- This post is subject to an enhanced DBS check



