



Ark Acton Academy



Receptionist

Recruitment Pack

Receptionist Job description

Dear Applicant,

Are you passionate about your career? Do you want the development and support to excel in your role?
Are you driven to work with disadvantaged communities?

Ark Acton is a good school, and we are on a mission to make it a great school. From a strong sapling to a mighty oak. Be part of our growth.

Benefits of working at Ark Acton Academy

- Twice as many training days as standard
- Weekly staff training designed to meet the needs of the school
- Coaching for every teacher
- Access to high-quality, regular professional development
- [Click here](#) to find out more about the benefits we offer.



We have high expectations for our pupils – and our staff – but we know that by working as a team and committing to our mission we can shape the future.

We look forward to seeing you at interview,

Sarah Donachy
Principal



Receptionist Job description

Job Title: Receptionist

Reports to: Operations Manager

Start date: ASAP

Salary: Ark Inner London, Support Scale, Grade 4, points 3-7: £28,143 - £29,843 FTE

Contract: Full time, 40 hours pw, TTO + 2 weeks

Main purpose of the job:

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

Duties and Responsibilities

- Act as the school's main receptionist, 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 image of the academy
- 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, including maintaining single central record and appropriately handling incoming calls and enquiries
- 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 electronic mail systems ensuring that information is passed on to relevant staff in a timely manner
- 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
- Support the admin team with administrative tasks
- Ensure accurate MIS data entry

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.

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, desirable
- 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 multitask and meet deadlines
- A team player that can work collaboratively as well as using own initiative
- Calm and professional under pressure
- Understanding of the importance of confidentiality and discretion
- Flexible attitude towards work and demonstrates sound judgement

School ethos and culture

- Support the Principal in fostering a strong sense of academy community and ethos among both staff and students
- Act as a positive role model to staff and students
- Be active in issues of staff and student welfare and support and demonstrate a commitment to Equality of Opportunity for all members of Academy staff

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

Positive Action & Inclusive Recruitment at Ark

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. Find out more about our commitment to [diversity and inclusion](#).

We particularly encourage applications from Black, Asian, and ethnic minority candidates as they are currently underrepresented among our senior leadership teams. This is important to Ark as we aim to be more representative of our local communities.

We strive to make applying to and working for Ark as inclusive as possible and have a variety of systems in place to ensure that our approach is fair and open.



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.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands, or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click [this link](#).