

Job Description: Primary Academy Administrator / Receptionist

Reports to: Primary Senior Administrator

Salary: Ark Band 4 - £17,935 -£19,719 pro rata per annum (£15,753 - £17,320 actual)

Hours: 36 hours per week, 40 weeks per year

The Role

To be the front-facing representative of Isaac Newton Primary Academy, dealing with visitors, pupils, staff and other stakeholder groups.

To uphold the vision and ethos of the Academy at all times and provide an excellent customer service.

Key Responsibilities

Reception

- To act as the Primary Academy's main receptionist, providing a first point of contact for all incoming calls to ensure that they are answered in a timely and professional manner.
- To ensure that all calls and messages are correctly routed to their intended recipients, or an appropriate member of staff, to assure a quick and effective communication system.
- To greet visitors to the reception area as required, ensuring that they are welcomed into a friendly, professional environment.
- To check that any changes to the academy main voicemail are made to ensure that callers receive up to date information, should their call not be answered.
- To ensure the reception area is clean, free from clutter and well presented.
- To ensure that all relevant DBS and safeguarding requirements are followed for visitors to the Primary Academy.
- To listen to the Primary Academy's voicemail, recording all messages and ensuring all emails are screened and forwarded to relevant colleagues in a timely manner.
- To ensure that all visitors comply with the academy's Health & Safety Policy and safeguarding of children policies.
- To ensure all visitors receive all relevant information.
- To sort and distribute all incoming post. Ensure that all post is distributed to staff pigeon holes on a daily basis.
- To log and weigh outgoing post, ensuring correct postage, dealing with recorded deliver requests etc.
- To know the Primary Academy calendar and the school's daily schedule, including clubs, so that all enquiries can be answered.
- To receive and sign for deliveries, coordinating with the appropriate person in the Primary Academy to notify them that their order has been received so that they can collect it. To liaise with Finance Assistant regarding delivery notes.

- To develop systems and processes, including the provision of guidance notes, to ensure that colleagues covering can do so effectively and efficiently.
- To take safe delivery of any cash payments, ensuring it is logged, receipted and passed to the Finance office in a timely manner (twice weekly).

Admin

- To carry out general photocopying for the school, liaising with the Media Resources Officer where appropriate.
- To produce documents (including presentations, correspondence, reports and spreadsheets) as required.
- To support with Leadership Team administration.
- To support with whole school administration.
- To support with administration associated with Parents' Evenings, Open Evenings and other key Academy events, providing front of house support where required.
- To send text messages to parents on behalf of staff.
- To ensure stationery stocks within the reception area are checked and replenished in a timely manner.
- To maintain the Academy's system for collection of valuables.
- To provide refreshments for meetings when required.
- Maintain the online system for enrichment, allocate clubs, produce letters and deal with queries.
- Liaise with the appropriate staff/SLT for placing orders
- Liaise with finance to ensure best value products are sourced when ordering.
- Maintain central storage stock and keep appropriate records.
- Update pupil premium spreadsheet on a monthly basis.

Attendance

- To undertake first day absence calling in a timely fashion and to notify staff by email of all student absences.
- To ensure the correct attendance mark is put into the register and to review and amend attendance marks as is necessary.
- To chase parents who have not provided confirmation of their child's absence.
- To update pupil registers for late or collected children.
- To ensure Academy's attendance policy is upheld at all times and systems mirror secondary.

Medical

- To be a First aider.
- To ensure the appropriate forms are completed regarding medication for pupils.
- To administer medication when required.

Wisepay Debts

- To be responsible for the chasing of Wisepay lunch. Breakfast and after school clubs.

- Maintaining a debtor's register showing the level of debt owed and actions undertaken to recover the debt
- Making phone calls and sending letters to parents requesting that they clear their debt
- Arranging meetings for the FRD to meet with parents to discuss setting up payment plans where required

Other

- To ensure that internal and external perceptions of the Academy are managed and protected within favorable 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
- To undertake training and development relevant to the post and in line with the Academy's priorities
- To actively promote the Academy and liaise with outside agencies as necessary, representing the Academy or ARK as appropriate.
- To maintain a presence around the school to ensure that the highest standards of behavior and site-usage are upheld.
- To actively participate in the Academy's enrichment programme.
- To communicate and liaise with staff, students, parents, governors and members of the local community as appropriate.
- To be active in issues of staff and student welfare and support.
- To eat lunch with the children and staff.
- To provide cover as directed by the Senior Administrator, which could include cover for the Librarian and test/exam invigilation or working across the whole all-through Academy.
- To comply and assist in the development of policies and procedures in relation to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- To demonstrate a commitment to Equality of Opportunity for all members of the Academy's priorities.
- To undertake any other professional duties as set down in the ARK Schools pay and conditions of service document, and as directed by the Principal.

