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| **Job Description – Prince William School** | |
| **Job title:** | Student Receptionist and First Aid Lead |
| **Responsible to:** | Office Manager |
| **Liaising with:** | Other support staff, teachers, students. |
| **Pay range:** | NJC 5 - 7 |
| **Contract terms:** | 39 weeks per year (term time + INSET days)  37.5 hours per week  Normal working hours 08:00 – 16:00 Mon - Fri  (30 mins unpaid lunch per day)  Permanent |

Diagram

Description automatically generated

All staff should be committed to the school and East Midlands Academy Trust’s purpose to provide a relentless focus on great leadership and management and outstanding teaching. East Midlands Academy Trust is committed to support the school leaders, teachers, and support staff to be the best they can be.

**Role of the Student Receptionist**

The role of the Student Receptionist is supporting students with enquiries, minor ailments and first aid incidents, as well as assisting the main receptionist with phone calls and visitors as necessary.

**Key Responsibilities**

* Ensure the effective operation of the student reception point giving information and directions to assist students adequately.
* Ensure the student reception facilities are organised so that information can be found efficiently.
* Manage students who present with minor ailments, contacting parents/carers as necessary.
* Manage first aid incidents as necessary.
* Ensure stocks of first aid equipment are maintained and place orders as necessary.
* Operate the switchboard and effectively transfer calls, take messages, and identify and deal with queries raised by callers on the telephone by liaising with other staff as necessary.

**Support for Students and Parents/Carers**

* Answer students’ enquiries, e.g. timetable queries, as necessary.
* Assist students with support, e.g. lost property, as necessary.
* Provide care for students presenting with minor illnesses and contact parents/carers as necessary.
* Answer enquiries from parents/carers about their child(ren).

**Support for Teachers**

* Ensure students are given information needed quickly so that they return to lessons in a timely manner.
* Create student lists for trips which include essential medical information about the students.
* Ensure the first aid kits used on trips are kept fully equipped.

**General Requirements**

* Demonstrate awareness of the school’s educational and behavioural policies.
* Adhere to the Staff Code of Conduct, dress code and other policies relating to staff.
* Demonstrate a record of excellent attendance and punctuality.
* Be aware of and comply with policies and procedures relating to safeguarding, health & safety, security, confidentiality, and data protection reporting all concerns to the appropriate person.
* Be aware of and support diversity and ensure all students have equal access to opportunities to learn and develop.
* Appreciate and support the work of other professionals.
* Participate in training and other learning activities and performance development as required.
* Participate in the school’s appraisal scheme in order to develop and enhance personal and service performance.
* Any other duties as reasonably requested by the Line Manager or Headteacher.
* Student supervision duties during the students’ lunchtime, as required by all support staff

**Additional duties**

Whilst every effort has been made to explain the main duties and responsibilities, please note that this is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. It is not a comprehensive list of all tasks that the post holder will carry out.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

**N.B.** The post holder will carry out his/her responsibilities in accordance with the Trust’s equal opportunities policy.

This job description is provided to assist the post holder to know what his/her duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of the post.

**Health and Safety**

So far as is reasonably practical, the post holder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the post holder is responsible, to maintain a safe working environment for employees and students.

**Safeguarding**

EMAT is committed to the safeguarding of its young persons and expects all staff, volunteers and adults to work within the parameters of the policies and procedures as agreed by the Board of Trustees to ensure the safety of all young persons within its care.

**Equal Opportunities**

It is the policy of EMAT to provide equal opportunities for all individuals; to prohibit discrimination in employment on any basis protected by applicable law, including but not limited to race, colour, religious creed, marital status, sex, sexual orientation, ancestry, national origin, age, medical condition or disability. EMAT promotes equal employment opportunities in all aspects of employment through positive employment policies and practice.

If any special requirements are needed to attend an interview, please inform the trust.

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| Compiled by: **HR** | Revision Number: v2 |
| Approved by Headteacher: E Dormor | Revision Date \_\_\_/\_\_\_/\_\_\_ |
| Approved by HRBP: |  |

**East Midlands Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

**All appointments are subject to safer recruitment requirements.**

**This post is subject to an Enhanced DBS Disclosure**

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Education and Qualifications** | | |
| Good level of education to at least 5+ GCSEs at grade 4 – 9 (or equivalent) |  | **** |
| Educated to A level standard (or equivalent) |  | **** |
| Qualified first-aider | **** |  |
| Further qualifications |  | **** |
| **Experience** | | |
| Administrative work | **** |  |
| Working with teenagers |  | **** |
| Liaising with a range of adults | **** |  |
| Working in a school environment |  | **** |
| Ability to use Microsoft office, including Outlook, Word and Excel | **** |  |
| Experience in the use of SIMS or Arbor |  | **** |
| **Knowledge and understanding** | | |
| An understanding of safeguarding policies and procedures | **** |  |
| An understanding of confidentiality | **** |  |
| **Skills and Attributes** | | |
| Good administration and organisation skills | **** |  |
| Able to prioritise and meet tight deadlines | **** |  |
| Ability to take initiative when required | **** |  |
| IT literate | **** |  |
| Able to stay calm and professional, even under pressure | **** |  |
| Able to learn new skills | **** |  |
| Able to liaise with a range of adults professionally | **** |  |
| **Personal Qualities** | | |
| Cheerful, energetic, and flexible approach | **** |  |
| Able to work well under pressure | **** |  |
| Excellent interpersonal communication skills | **** |  |
| Ability to work independently and as part of a team | **** |  |
| Hard working and loyal | **** |  |
| Punctual and reliable | **** |  |
| High level of honesty and integrity | **** |  |
| Strong commitment to children, education, and the school | **** |  |
| **Further requirements** | | |
| Willingness to work flexible hours on occasion | **** |  |
| Willingness to undertake training courses that are relevant to the duties of the post | **** |  |
| Supportive of the ethos of the trust and school | **** |  |