

Job Description

Job title: First Aid and Student Support Centre (SSC) Administrator

Main purpose of job:

To provide administrative tasks and first aid support throughout the academy while maintaining a professional, transparent, and consistent demeanour in line with the academy values and ethos.

Department: Admin

Location: Plume Academy Campuses
(Fambridge Road and Mill Road Campus)

Position reports to: Assistant Headteacher
(Campus Lead)

Position is responsible for: N/A

Length of contract: Permanent, Term Time Only (38 Weeks), 37 hours per week 8.00am – 4.00pm Monday to Thursday and 8.00am to 3.30pm on Friday

Salary: Support Staff Pay Scale, Band 2 (Point 11-14). Actual starting salary £19,692.82 per annum, including an allowance for holiday pay.

Key Responsibilities and Accountabilities

Main Duties:

First Aid

- To be the Primary First aider of the academy which will include the daily support of those students with medical conditions such as diabetes and severe allergies.
- To record incidents/accidents and maintain the medical register
- To ensure that students with ongoing medical needs are supported in the academy in line with their Individual Health Care Plans (IHCPs), assist with the production of Personal Emergency Evacuation Plans, administer approved medication to students, update and maintain records and reports, including those for statutory requirements.
- To organise and assist with the vaccination programme
- To ensure first aid resources are regularly checked and replenished where necessary; this includes first aid boxes used for trips and visits
- To ensure that properly stocked First Aid Kits are maintained in good order at appropriate points around the academy, in accordance with legislation.
- To supervise use of the First Aid Room, to ensure it is maintained in good order and to report to the Premises and Health & Safety Manager any defects or faults.
- To undertake any other duties as reasonably requested, ensuring compliance with health, safety, and equal opportunities policies.

Student Support Centre (SSC) Admin

- To effectively carry out SSC reception duties - answering and relaying messages in line with the academy values and ethos.
- To ensure telephone messages are passed onto the relevant staff in a timely manner
- To meet and greet staff and visitors at the SSC
- To greet and assist students warmly upon arrival, creating a positive and welcoming atmosphere
- To manage student inquiries, providing information and guidance as needed
- To oversee student sign-in and sign-out procedures.

- To manage lost property and confiscated mobile phones in accordance with the academy's policies and procedures
- To carry out general office duties to support all stakeholders including parental concerns and queries as appropriate
- To assist with communication from your line manager to parents / carers and where necessary staff and students
- To assist in the undertaking of administrative work in relation to whole academy and community events as required, including emails and letters to students, parents/carers and other stakeholders
- To assist with organising events as required including ticket sales if necessary`
- To assist with the administration of the locker system at busy periods of the year
- When required, to effectively assist in the booking of meeting and conference rooms using Outlook Calendar
- To provide assistance and cover for administrative colleagues in support of the Senior Leadership Team and the PA to the Executive Leadership.

General

- To participate in the performance and development review process, taking personal responsibility for identification of learning, development, and training opportunities in discussion with line manager.
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.
- To ensure that all duties and services provided are in accordance with the academy's Equal Opportunities Policy.

The duties and tasks outlined above are not intended to be exhaustive and other duties may be required from time to time by the principal and in accordance with the operational needs of the academy.

The Trustees are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

Date of next review: Annually in line with the PMR process.

Person Specification

Key Criteria	Essential	Desirable
Education	<ul style="list-style-type: none"> Educated to level 2 GCSE with minimum Maths and English Grade C [or grade 4] First Aid at Work, Paediatric First Aid certification or willingness to complete training within the first three months of the role 	<ul style="list-style-type: none"> Health and safety qualifications. An intermediate or above qualification in IT skills Training in support for students with medical conditions such as diabetes, anaphylaxis, asthma, epilepsy etc
Experience	<ul style="list-style-type: none"> Demonstrable experience of working in a general administration environment Computer literate, particularly in use of Microsoft Office 	<ul style="list-style-type: none"> Experience of data management system in an education setting Experience working in a busy reception environment
Knowledge & Understanding	<ul style="list-style-type: none"> Knowledge, understanding and commitment to safeguarding 	<ul style="list-style-type: none"> Understanding of Data Protection and Confidentiality
Skills	<ul style="list-style-type: none"> Excellent communication skills written and verbal Excellent interpersonal skills and ability to work within professional boundaries and relate well with visitors, students and staff Ability to work with due regard to confidentiality, data protection and safeguarding at all times Good organisational skills, to include, being able to plan and prioritise work, so that deadlines are met Ability to follow set procedures and use own initiative in a busy environment Ability to work under pressure against changing priorities and competing demands Self-motivated and able to work with minimum supervision and organise/manage own workload and to keep up to date with changes in the working environment. 	
Personal Qualities	<ul style="list-style-type: none"> Professional appearance and conduct. Awareness of procedures relating to child protection, health, safety and security, confidentiality and data protection. The ability to work under pressure and meet deadlines. Flexible and approachable. Resilient under pressure. High Level of commitment. Loyal and hard working. Adaptable approach, including a sense of humour, and positive attitude towards work Calm, tactful, and collaborative manner Trustworthy and discreet for confidentiality 	
Educational philosophy	<ul style="list-style-type: none"> Knowledge, understanding and commitment to equality, diversity and inclusion informed by practical experience and application 	