

JOB DESCRIPTION

Job Title:	RECEPTION AND STUDENT SUPPORT ASSISTANT
Grade:	LV05 point 8 to 12
Hours:	37 hours per week, term time plus inset days
Responsible to:	Headteacher's PA
Liaison With:	Senior Team, Staff, Students

KEY ROLE:

The post holder is responsible for providing effective and efficient reception, administrative and student welfare support for the school

MAIN DUTIES AND RESPONSIBILITIES

Communication and Liaison

- Act as first point of contact for visitors to the school representing the school values in all interactions
- Follow all safeguarding procedures in regard to school visitors ensuring they all sign in and sign out using the INVENTORY system
- Provide a positive and efficient customer service in person, by telephone, email or letter
- Ensure all enquiries are directed to the appropriate person, taking accurate messages when they are unavailable
- Liaise with the attendance team regarding notification of student absence
- Manage students leaving site early for approved reasons
- Manage students arriving to school during the day
- Diffuse difficult situations including aggression from students, parents and visitors
- Maintain the reception and waiting areas
- Work with the student 'runners' to coordinate messaging across the school

Health and Safety

- Provide routine and emergency First Aid to students and staff in line with the school's policy
- Keep records of all students requesting first aid or medical care
- Liaise with parents, carers and staff regarding student health or injury
- Maintain stocks of medical supplies and ensure they are in date

- Maintain the school's first aid room
- Provide general support to students e.g. timetable issues, lost property
- Monitor radio calls and ensure coordination of response with appropriate members of staff
- Ensure all trips are serviced with a first aid kit and emergency phone
- Relay relevant reported health and safety concerns e.g. spillage/ breakages to the school caretaking or housekeeping team for remedy
- Maintain the school accident reporting system
- Ensure the safe fire evacuation of visitors
- Ensure the safe arrival and departure of SEND students using specific school transport services liaising with SENCo and parents if issues arise

Office Duties

- Accept and sign for deliveries
- Liaise with premises and finance teams in regard to deliveries
- Distribute received post and manage staff pigeon holes
- Administer and record school postage
- Conduct confidential student filing
- Assist with room bookings
- Manage items confiscated in line with school policy

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 ensure that all administrative duties, checks, documentation, reports and return are completed accurately and submitted within required deadlines.
- To deal with correspondence promptly and as required.
- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace.
- To ensure that all Trust policies and procedures are followed.
- To ensure that all duties and services provided are in accordance with the Trust's Equal Opportunities Policy and practices in respect of both employment issues and the delivery of services to the community.
- To ensure that all duties and services provided are in accordance with the Trust's Data Protection Policy and practices and reporting to the DPO any concerns or requests.
- To undertake any training commensurate to the post and attend relevant meetings as required by the Trust.

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

The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher/Chief Executive Officer to carry out appropriate duties within the context of the job, skills and grade at any site within the Trust.

Post Holder's Name:

Signature: **Date:**

Line Manager's Name:

Signature: **Date:**

**RECEPTION AND STUDENT SUPPORT ASSISTANT
Person Specification**

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSE English and maths at Grade 4/ C (or equivalent) • First Aid (or willingness to undergo training) 	
Experience	<ul style="list-style-type: none"> • Working with children • Administrative work within a busy setting • 	
Knowledge and Skills	<ul style="list-style-type: none"> • Ability to prioritise work effectively • Ability to work flexibly to meet deadlines and respond to unplanned situations • Ability to respond positively to and actively support Senior Management within the Trust • Ability to work as part of a team 	<ul style="list-style-type: none"> • Experience of working within a school environment
Personal Qualities	<ul style="list-style-type: none"> • Able to maintain confidentiality in all circumstances • Proactive approach to work being responsive, empathetic and supportive to all within the school • Able to establish effective relationships with those working in and with the school • Ability to build and form good relationships with colleagues and students • Understand the importance of physical and emotional wellbeing of staff and pupils • Have a sense of humour 	<ul style="list-style-type: none"> • Able to contribute new ideas and ways of working