

Job Description

Post Title: Receptionist / First Aider

Salary: Scale 3 £18,198 - £18,766 FTE

Hours: 30 hours a week pro-rated at term time + 1 week = £12,479 - £12,868

Reports to: Office, Marketing & Communications Manager, First Aid Lead

Main duties and Responsibilities

To be confident in dealing with highly confidential and sensitive issues and have excellent administration, organisational and communication skills. Able to work Monday to Thursday, 8am to 4pm. Monday, Wednesday and Thursday you will be based in First Aid, providing some additional administrative support to the Academy. Tuesdays will be based on Reception. A first aid at work qualification or equivalent is essential for this role.

Duties

- Provide first aid response to students
- Record and maintain medical records, ensuring confidentiality guidelines are adhered to
- Same day parental / carer contact (where necessary) informing of any medical attention received in the Academy
- Clear communication with relevant staff, ensuring students' medical needs are managed in a confidential manner
- Effectively communicate with everyone: students, staff, parents, carers and members of the public
- Anticipate and exceed the needs of customers
- Always demonstrate a positive, welcoming disposition
- Collaborate at all levels
- Prioritise your workload and be efficient and accurate even under pressure
- Problem-solve by thinking independently and using your initiative
- Demonstrate good computer skills
- Provide administration support to the Academy as and when directed
- Support, promote and comply with decisions and policies agreed by the SLT and the governing body.
- Be an excellent role model for all members of staff and for students in all aspects of academy life. To be an exemplar of all academy policies and practices to include risk assessments as appropriate. To actively promote the aims of the Academy.
- Undertake any other reasonable requests from key members of staff to ensure the smooth running of the Academy

General & personal responsibilities

To carry out responsibilities, commensurate with your position, as defined within the following policies and procedures:

- Equal Opportunities
- Health, Safety & Welfare
- Child Protection / Safeguarding
- Data Protection
- Risk Management

Safeguarding Children

In accordance with the Academy's commitment to follow and adhere to the Department for Education's guidance entitled "Safeguarding Children and Safer Recruitment in Education" (January 2007) and all other relevant guidance and legislation in respect of safeguarding children, you are required to demonstrate your commitment to promoting and safeguarding the welfare of children and young people in the Academy. You are also required to know and comply with the DfE document 'Guidance for Safer Working Practice for Adults who work with Children and Young People (January 2009). You are required to have satisfactory Enhanced DBS clearance. Your role requires you to observe and maintain appropriate professional boundaries at all times and avoid behaviour that might be misinterpreted by others. You must understand and carry out your duties in accordance with the responsibilities of being in a position of trust and despatch your duty of care appropriately at all times.

Confidentiality

During the course of your employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of the City Academy Norwich or to the health and personal affairs of pupils and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation.

Data Protection

During the course of your employment you will have access to data and personal information that must be processed in accordance with the terms and conditions of the Data Protection Act 1984 and are properly applied to pupil, staff and academy business/information.

General Data Protection Regulation (GDPR)

The post holder will hold and process any personal data including sensitive (special category) personal data relating to students and parents / carers in accordance with our legal obligations, for the purposes of safeguarding and child protection and in the manner set out in the Privacy Notice for parents and students and in accordance with our Data Protection Policy which can be accessed via the PA to the Headteacher at your request.

Freedom of Information

The post holder must be aware that any information held by the Academy in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Academy's policies and procedures.

Physical Demands

The Academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

City Academy Norwich is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Person Specification

Criteria		How Assessed? Application (A) Interview (I) Task (T)
Qualifications / Education / Training	Essential / Desirable	
1. Qualified to at least level 3 (A level equivalent)	E	A,I
2. First Aid at Work Qualification or equivalent	E	A,I
Experience		
1. Knowledge of an administration/customer service role	E	A,I
2. Experience of working in a school environment would be advantageous	D	A,I
Skills, Knowledge and Level of Competency		
1. Focused on the provision of excellent services to all customers (this will include staff, students, parents / carers and visitors to the Academy)	E	A,I
2. A smart worker with the ability to use systems and technology to effectively and efficiently undertake the role	E	A,I
3. Solutions provider, focused on outcomes and able to work on own initiative as well as part of a team	E	A,I
4. Commitment to and promotion of safeguarding the welfare of children, young people and vulnerable adults and an understanding of the safeguarding practices applicable to working within a School environment	E	A,I
5. Competent at using Microsoft Outlook, Word and Excel	E	A,I,T
6. Experience or a willingness to train to learn firm understanding of SIMS	E	I,T
Personal Qualities		
1. Have expert attention to detail to ensure the accuracy of data and work in an organised and structured way	E	A,I
2. Ability to problem solve, be creative and adaptable	E	A, I
3. Ability to work in a time pressured environment and to meet agreed deadlines, sometimes at short notice	E	A,I
4. Able to respect the confidentiality of information.	E	A,I
5. Creative, imaginative and entrepreneurial thinker	E	AI
6. Persistent and resilient approach to work	E	AI

7. Enjoys working collaboratively and seeking collaborative opportunities	E	AI
8. Committed to student success and supporting students to fulfil their potential	E	AI
9. Continuously improving and commitment to own personal and professional development	E	AI
10. Willingness to undertake First Aid training and be on the First Aid Rota	E	AI
11. Willingness to undertake Fire Marshal training and undertake this role	E	AI
Other (e.g. constraints)		
1. Able to undertake occasional weekend or evening work	E	A, I

City Academy Norwich is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Any successful applicant will be required to undertake a Disclosure check by the Disclosure and Barring Service at an Enhanced level.