

Job Description

Job Title	Receptionist & Pupil Welfare
Pay scale	Scale 4 (Newham)
Responsible to	Head Teacher/School Business Manager
Location	Upton Cross Primary
Purpose	To assist the Head Teacher with the administration and smooth running of the school, including the maintenance of pupil's records, supporting the coordination of the admissions process, administration of assessment data, all communication forums across the school and being the public face of the school.
Job context	
Responsibilities	<p>OFFICE MANAGEMENT</p> <ul style="list-style-type: none"> ● To manage the office reception/front of house including answering the telephone, school dinners, attendance, word processing and reprographics in support of administration. ● To be responsible for producing and issuing staff ID cards. ● To be responsible for checking and signing Agency timesheets. ● To organise the provision of an efficient and effective administrative service to the school. ● To ensure that priorities, deadlines, policies, procedure and staffing decisions made by the school management are implemented effectively. ● To facilitate effective communication systems with other agencies and individuals including telephone, mail and electronic communications. ● To be responsible for all cash handling for the school and ensuring necessary administration practices are adhered to including keeping records up to date. ● To count the children in for lunch as and when applicable. <p>ATTENDANCE</p> <ul style="list-style-type: none"> ● To make first day absence calls and record the outcome. ● Ensure all attendance marks are entered correctly and check for missing marks. <p>SCHOOL MEALS</p> <ul style="list-style-type: none"> ● To ensure accurate records of school meals and a register of free meals is maintained. ● To liaise with the catering staff, advising on pupil numbers.



AFTER SCHOOL CLUBS

- Draft initial club request letter and distribute to all children.
- Input all club returns onto master database, stating which clubs have been requested and the total number requested by each child's name.
- Distribute offer/waiting list letter.
- Print club registers.
- Monitor children's club attendance – if absent twice, send attendance warning letter.
- If a child is absent three times - inform the Club Leader.
- If a club is cancelled, call all parents of those children informing them.
- Repeat this process for those clubs which run half-termly.

MAINTAINING RECORDS

- To ensure accurate records of pupil and other data are recorded on the school MIS system and other applications and maintain electronic and manual records.
- To maintain confidential manual and computerised records.

HOSPITALITY

- Set up & clear up refreshments for meetings as required also replenish throughout the day
- Manage visitor refreshment stock
- Manage staff hospitality stock

GENERAL SUPPORT FOR THE SCHOOL

- Facilitate playtime duties
- Order General Stock for classrooms
- Manage and distribute stock for classrooms
- Organise midday rotas
- Manage & distribute lost property

FIRST AID

- To administer First Aid for pupils and staff
- To be responsible for maintaining First Aid resources
- To care for pupils who are unwell and liaise with the parents of these pupils
- To administer medication to pupils, as prescribed by the appropriate G.P
- To record and action pupils needing medication, the expiry dates of the medication and its administration
- To prepare medical packs for school trips and any new one required on site
Make provision for children's health needs in schools
- To supervise children who are collected late at the end of the school day and contact parents when necessary
- Assist children in toileting/hygiene when required
- To supervise children and give general assistance during school medical examinations and other school events i.e photos.
- Such other duties, within the competence of the post holder, which may be required reasonably from time to time.

**Safeguarding
Responsibilities**

All employees are expected to:

- Follow the school's safeguarding and child protection procedures.
- Attend all relevant safeguarding training.
- Recognise signs of abuse, neglect, or exploitation in vulnerable students.
- Understand that students with SEND may be more vulnerable to abuse and exploitation.
- Maintain appropriate professional boundaries with vulnerable students at all times.
- Understand contextual safeguarding and how it applies to students with complex needs.
- Report any concerns about a child's welfare immediately to the Designated Safeguarding Lead.

**General
responsibilities**

All employees are expected to:

- Show a responsible attitude to health and safety issues and have due regard for their personal safety and that of others.
- Undertake any training commensurate with the post.
- To be tactful and have respect for the need for confidentiality to all concerned including members of staff and parents.
- To be flexible to the needs of the school as determined by the Head Teacher.
- Support, uphold and contribute to the development of the school's equal rights policies and practices in respect of both employment issues and the delivery of services to the community.

The Learning in Harmony Trust reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Trust's business. This job description does not form part of the contract of employment.

Person Specification

Attributes	Expectation	Essential	Desirable	Evidence
Qualifications	<p>A good standard of literacy and IT skills.</p> <p>Good standard of education (5 A*-C grades at GCSE including English, Maths or NVQ equivalent)</p>	✓		<p>Application form/ Interview/ Certificate/ Test</p>

Professional Experience and Knowledge	<p>Experience of working in a busy office setting preferably in a school</p> <p>Understanding of issues relating to health and safety in a school environment.</p> <p>Experience of using MS Office suite and google applications. (Arbor is an advantage)</p> <p>Experience of prioritising workloads in a busy office environment, successfully meeting tight deadlines.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>	<p>Application form/ Interview</p>
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Personal aptitude, qualities and skills	<p>Ability to communicate information clearly, tactfully, face to face by phone and in writing</p> <p>Able to apply time management and planning</p> <p>Acts with integrity, honesty and fairness</p> <p>Demonstrates a problem solving approach to all areas of work</p> <p>Ability to show a flexible and adaptable attitude to work</p> <p>Ability to communicate effectively with colleagues, local authority, suppliers, and other stakeholders</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>Application form/ Interview</p>
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