



## **JOB DESCRIPTION**

### **RECEPTIONIST / WELFARE ASSISTANT**

**Start date:** 4 June 2025 (or as close to this date as possible), subject to satisfactory completion of all pre-employment checks

**Hours:** Hours per week to be worked 8.30 – 3.00pm Wednesdays  
8.30 – 4.30pm Thursday & Friday

**Pay point:** Grade 5 - SCP 11-21

**Salary:** £24,027 – £27,332 FTE (£11,696 - £13,305 pro-rated)

**Responsible to:** School Business Manager

**Function:**

- To provide a welcoming and efficient reception service for the school
- To assist with the welfare needs of pupils by providing first-line care and support for those who are unwell and/or need medical care.

## **KEY ACCOUNTABILITIES**

### **Reception/Admin**

- To welcome visitors to the school, ensuring that all relevant security and safeguarding procedures are followed;
- Monitor the main school e-mail address and respond / forward messages as required.
- Process the daily school registers, including recording, checking and following up any absences where a reason has not been provided by 10.00am;
- To answer the telephone in a professional manner, routing all calls appropriately and taking accurate messages;
- Deliver messages around school;
- To compile and summarise the dinner orders for the day by 10.00am;
- To open and distribute incoming post;
- Photocopy any items required by the office team. Liaise with the contractor to keep the photocopiers in full working order.
- Liaise with the nursing team regarding vaccination programmes and provide pupil information for the school nurse.
- Liaise with fruit and milk providers to ensure sufficient supply for pupils that are entitled.
- Manage lost property
- Use the school's MIS system to update pupil contact details, as required.



- Receive holiday request forms from parents and assist the Attendance manager with their processing.

## **Welfare**

- dealing with all aspects of injuries and illness, providing first aid treatment as required and contacting parents, if necessary.
- receiving medicines from parents in line with the schools medicines policy, completing the required paperwork and ensuring it is appropriately stored and recorded.
- administration of medicines and keeping accurate records
- carrying out / assisting with the requirements of health care plans (this may include intimate care)
- meeting the physical needs of pupils, where required.
- communication to 3<sup>rd</sup> parties
- escalation for additional medical services, where required
- carrying out follow up checks in the classrooms, where required.
- carrying out accident investigations including liaison with the Health and Safety Officer and Headteacher (training will be provided)
- Ensure storage of Adrenaline Pens & Ventolin inhalers for emergency use.
- To ensure all pupils who have medical needs have an up to date Health Care Plan prepared and followed and to ensure all relevant staff are aware of pupil needs.
- Maintain first aid boxes

## **Supporting the school**

At an appropriate level, according to the job role, grade and training received, all employees in the school are expected to:

- Support the aims, values, mission and ethos of the school and participate in a team approach to all aspects of school life.
- Attend and contribute to staff meetings and INSET days as required, and identify areas of personal practice and experience to develop.
- Take appropriate responsibility for safeguarding and children's welfare and be aware of confidential issues linked to home/child/teacher/school and keep confidences appropriately.
- Be aware of health and safety issues and act in accordance with the school's Health and Safety Policy.



## **Person Specification**

### **Essential requirements:**

Ability to communicate effectively to a range of audiences, through excellent written and oral communication skills.

Ability to work well as a member of a team

Ability to be flexible and cope with interruptions in workload

Will be required to undertake First Aid, Safeguarding and GDPR training

Confidentiality

### **Preferable requirements**

Experience of working in a school office

Experience using SIMS

Experience using Tucasi

Experience using medical tracker

First aid experience and / or existing first aid qualification

Experience in working with/caring for children of primary school age.

English and Maths to GCSE Grade C or equivalent

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This role requires an enhanced DBS clearance.