

School
Welfare and
Administration
Assistant

Closing Date:
Monday 2nd August 2021
Early Applications encouraged



Application Pack



Welcome

As partners in our community, our mission is to provide every child and young person with an enriching and inspiring educational experience, where they can thrive academically and socially, both now and in the future. By being 'Stronger Together' in our educational quality, our parent and community engagement, our investment in our people and our sustainability, we can meet our specific pledges to all of our children, communities and staff.

Our vision is to prepare every North Star Community Trust student for the changing world we live in. A world which is more global, more driven by technology, a world where anything is possible with the right preparation and attitude. That means providing a curriculum and learning experience that reflects the highest academic standards and inspires and enthuses pupils through its creativity and openness to the world around us.

Our children will be able to 'be the change they want to see in the world'. They will be resilient, optimistic, respectful, honest and well-rounded citizens, with a love of learning. At the same time, we are all also members of our communities, places where we find friendship, support and common endeavour. Being at the heart of our communities is a hallmark of North Star Community Trust.

We want our children and young people to have a sense of place, knowing the importance of 'giving back' and the value of community and togetherness to their everyday lives.

As a trust, we will foster a culture that respects diversity and recognises that we are stronger together than we are apart. In pursuing this vision, trustees, staff and governors will model it every day, knowing that each one of us plays a part in making it a reality for every child and young person.

I would like to wish you the best of luck with your application and should you require any further information please do not hesitate to contact the Trust.

Marino Charalambous
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Chief Executive Officer



“ Our mission is to provide every child and young person with an enriching and inspiring educational experience ”





Our Schools, Our Community

North Star Community Trust is an educational charity that manages a family of 5 academies in North London, educating some 2,600 pupils.

We are very proud of our families, pupils, students and staff. We hope you will consider becoming a part of our community.



Cuckoo Hall Academy – Edmonton

A four-form entry primary academy serving pupils from Nursery to Year 6.

“We aspire to provide a curriculum and learning experience that inspires pupils – we want every child to be engaged, inquisitive, and life-long learners. The Trust-wide curriculum principles will make sure this is our shared focus.”

Ms N Ross | Headteacher | Cuckoo Hall Academy



Kingfisher Hall Academy – Enfield

A two-form entry primary academy serving pupils from Nursery through to Year 6.

“Being part of North Star Community Trust is a huge opportunity for schools to support one another, to share what they do well, and to work together to share our very best practice to the benefit of every child in the Trust. We’re all committed to that.”

Mr M Clifford | Headteacher | Kingfisher Hall Academy



Enfield Heights Academy – Enfield

A one-form entry primary academy currently serving pupils from Reception through to Year 6.

“Being part of a family of schools is exciting and empowering, as we can learn from each other, while at the same time retaining a good level of autonomy. Shared central services keep costs down and we are able to buy in bulk with the purchasing power of a Trust.”

Mrs J Bacon | Headteacher | Enfield Heights Academy



Woodpecker Hall Academy – Edmonton

A two-form entry primary academy serving pupils from Nursery through to Year 6.

“We are a Trust that has a very strong community ethos. That is what binds the headteachers, the teaching and learning staff, and the schools together – serving our communities and inspiring the children who live at the heart of those communities.”

Ms N Ross | Headteacher | Woodpecker Hall Academy





Heron Hall Academy – Ponders End

Finalists for the Pearson ‘Secondary School of the Year’ award 2021

A new and growing secondary school, serving pupils from Years 7 through to 11.

“Many of our students come from the Trust’s primary schools, which means we know a great deal about them when they join us. Our mission and purpose is clear and supported by all our staff. The Trust approach is having a transformational impact on the lives of these young people.”

Mr A Barzey | Headteacher | Heron Hall Academy

North Star Community Trust

Staff Benefits Summary

This is a taxable employee benefit; however, the cost is met by the Trust. Our Scheme provides cover for routine healthcare such as optician checkups, dental treatment, physiotherapy, acupuncture and specialist consultations. This cover includes a range of benefits designed to help support your overall health and wellbeing such as specialist scans. The North Star Wellbeing Scheme gives access to a virtual GP service, GP Anytime which is provided 24 /7, 365 days a year. In addition to tax-free cover for you, the North Star Wellbeing Scheme also covers your dependants up to the age of 18 years old. There is no extra cost to add child dependants. Our scheme also gives you the option of upgrading your level of cover or adding a partner at an additional cost.

Dental

Covers items such as check-ups, braces, dentures, crowns, bridges, white fillings, veneers and teeth whitening. Also covers a practice's dental plan premiums.

Optical

Cashback on eye tests, prescription glasses, sunglasses, laser eye surgery and contact lenses.

Chiropody

Covers items such as gait analysis assessments and podiatry treatments.

Prescriptions

Covers NHS prescriptions charges or the NHS cash equivalent for private prescription treatments.

Health & Wellbeing

Covers 22 alternative therapies including allergy testing, cognitive behavioural therapy, counselling fees, hypnotherapy and sports massage.

Health Screening

Cashback for a full health screen, or a Well Man, or Well Woman screen. This allowance is separate to the workplace screening programme we offer as a bolt-on.

Combined Physiotherapy

Cashback for pain relieving and preventative treatments such as physiotherapy, chiropractic, osteopathy, acupuncture and homoeopathy.

Specialist Consultation and MRI Scans

Provides cashback for specialist consultation charges, including X-rays and MRI scans, as well as PMI excess charges (excludes company paid PMI).

Dental Accident

Cover for damaged teeth following a direct blow to the head. Members can claim for veneers, dentures and crowns.

24/7 Counselling and Support Helpline

24 hour telephone advice, guidance and support from trained counsellors, legal and medical professionals on a variety of lifestyle issues.

Employee Assistance Programme

Provides up to 8 face to face counselling sessions and includes a Serious Illness and Accident Support service.

Fitness and Exercise

Access to offers and discounts on a wide range of fitness clubs and gyms via Health Shield's reward website PERKS.

Online Health Assessment and Personal Coaching

Instant access to online health assessments and personal coaching tools including videos, factsheets and questionnaires.

GP Anytime including Private Prescriptions

GP consultation service via phone or webcam, where a GP can also prescribe a private prescription to be delivered to a member's home or workplace.

PERKS

Members have access to Health Shield PERKS, a website with a large range of discounted retail products and services, offers on travel, cash back on purchases and much more. Discounts for the brands you love, all year round. Unlike voucher and flash sale sites, you'll always get great deals from brands like Apple, M&S, Virgin Media, GAP & more!

Advice Services

Our Employee Assistance Programme offers free and confidential advice which is available 24hrs, 7 days a week to you and your immediate family. You will also have access to structured counselling of up to six sessions available either face-to-face or over the phone. The service covers, but is not limited to, Family Issues, Financial Information, Legal Information, Stress & Anxiety and Bereavement.

Pension Schemes

Pension scheme (Local Government Pension Scheme for Support Staff and Teachers Pension Scheme for Teachers) - both schemes include 3 x salary life assurance cover whilst you remain in service. You don't pay tax or national insurance on your contributions and North Star Community Trust adds a generous employer contribution. All staff are entitled to opt-out of the pension scheme should they wish to do so.

Holiday Entitlement

Our support staff on 52 weeks a year contracts benefit from a holiday allowance of a minimum of 24 days. This entitlement is in addition to any Bank or Public holidays. Teaching staff and term time only support staff receive the standard school holiday allowance.

Training and Development

North Star Community Trust believes in training and developing people to achieve their potential. Whatever your aspirations, our training provision offers a range of courses and qualifications. These courses include a suite of National Professional Qualifications (NPQML, NPQSL, NPQH and NPQEL) and apprenticeship opportunities (in disciplines including IT, HR, Business Administration). North Star Community Trust have formed a partnership with The Skills Network, one of the most successful providers of online learning. As part of the partnership several FREE courses are available including: Childcare, education, enhancing skills, digital and wellbeing.

Continued professional development and opportunities across the Trust, including Masters Degrees through our partnership with Warwick University.

Affordable Accommodation

Access to affordable North Star key worker accommodation from £550 per month all inclusive of rent, utilities, internet access and maintenance.





Stronger Together

We look forward to receiving your application,
and hopefully be part of our wonderful team at
North Star Community Trust.



Job Description

Job Title	School Welfare and Administration Assistant
Reports to	Business Support Manager
Location	North Star Community Trust
Hours	Full Time 36 hours, 42 weeks
Contract Type	Permanent
Salary	Point 16 £18,626.76 per annum

A fantastic opportunity has arisen for an ambitious School Welfare and Administration Assistant to work in our schools.

The School Welfare and Administration Assistant will be responsible to deliver the health and first-aid provision for the students and staff of the school in line with the First Aid Protocol. Prepare and maintain the paper and electronic health care records of all students in line with the First Aid Protocol.

Prepare generic, and where appropriate specific, risk assessments and care plans for situations and/or individuals. Ensure all injuries are appropriately reported undertaking a full trend analysis on a monthly basis, and all related equipment and supplies are suitably maintained at all times.

To ensure appropriate communication with the school staff and other health related agencies and work closely within the Safeguarding Team at the School, having direct liaison with the appropriate member of the Senior Leadership Team

In addition to your welfare duties you will assist the school Business Support Manager in the school office, Head of Operations and Community Support and SLT team, in delivering outstanding customer service alongside an efficient and effective front office environment.

Act as an advocate on all communication incoming and outgoing from the front office ensuring consistent and correct information is shared with our children, parents and carers, supporting school staff where appropriate to ensure this consistent approach is used collectively.

You will be the face of the Trust so will need a professional, polite, helpful and friendly manner both on the front desk and over the phone, dealing with a variety of enquiries including deliveries and visitors.

You will perform daily tasks as directed by the Business Support Manager so will need to work quickly and efficiently sometimes with conflicting deadlines.

Some out of normal hours working will be necessary for parent's evenings and exam work.

Duties and Responsibilities

Welfare

- Provide emergency and routine first-aid treatment for pupils, staff and visitors, including epi-pens.
- Deal with emergency health related incidents.
- To prepare generic, and where appropriate specific, risk assessments and or care plans for situations and individuals.
- Hold an emergency stock of prescribed medicines and tablets for distribution to certain students, as and when required, in line with parental consent with the appropriate documentation completed.
- Ensure all first-aid kits are prepared for use during all school activities, e.g. school trips and maintain first-aid boxes placed around the school with the appropriate documentation completed.
- Organise dental inspections, and medicals etc. This involves distributing, and receiving, letters, reminders and consent forms and arranging an appointments timetable for each child to ensure the minimal disruption to classes etc.
- Keep up to date with Health and Safety regulations and maintain a current First Aid certificate.
- Notify the Headteacher, Safeguarding department and/or premises of any serious accidents.
- Contacting the parent in a professional and calm manner.
- Keep up to date with the needs of staff and children who have special medical conditions.
- Supervising pupils that self-administer their own medication.
- Be supportive, caring and empathetic for children and staff including listening to concerns.
- Notify and liaise with parents as the need arises, accompanying them to hospital should this be deemed necessary.
- Provide simple first aid advice to parents.
- Be responsible for providing an outings' first aid/sick pack for children on class trips ensuring that responsible teacher in charge of the trip is aware of any particular child's needs.
- Note any unusual mark, bruising or injury which may be interpreted as a "non-accidental injury" and notify the Headteacher and staff under the school's child protection procedures.
- Help with medical and hygiene inspections as necessary.
- Liaise with the Trust medical team and the Health Authority as necessary.

Communication

- Contact parent/carer if a student needs to go home, following laid down procedures.
- Obtain, and keep updated, written consent for administration of medication for all students.
- Liaise with staff and parents, if visits to the Medical Room become very regular.
- Report sensitive, controversial or personal issues to Safeguarding Manager or Senior Designated Officer (Headteacher) in confidence.

Administration and Reporting

- Record every visit and treatment required/given.
- Prepare and report all accident/incident, in line with legislation, appropriately reported undertaking a full trend analysis on a ½ termly basis.
- Fill in Accident / Incident on a daily basis ensuring the data is input to the relevant monitoring system.
- Inform parents of any head injury and, where possible, every incident that provides some cause for concern.
- Ensure that the Safeguarding Manager and Senior Leadership Team link is informed of any serious or non-accidental incident dealt with.

- To ensure the health care records of high risk students are prepared and maintained at all times with the relevant staff being notified.
- To ensure all related equipment and supplies, for the medical room and around the school, are suitably maintained at all times.
- RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 to Head of Facilities Management.

Additional Duties

- Attend parents evening for new intake to meet parents.
- Launder garments and clean surfaces in sick bay.
- Maintain a stock of clean pupil uniform for emergency situations.

Customer Service

- Ensure high quality attentive, friendly and helpful reception service which projects a positive image of NSCT and meets the diverse needs of our community at all times.
- Support staff to ensure a high quality service is maintained at all times.

Office Management

- Ensure that adequate customer service cover is maintained whenever required.
- Encourage collaborative working and share good practice across the Business Support team.
- Be aware of safeguarding risks and raise any concerns with the school Office Manager with data collections as required.
- Review office system and raise suggestions to the school Office Manager.
- To provide administrative support as and when requested by your team.
- Stock Control
- Diary management, inputting dates in to NSCT calendar with accuracy and due diligence.
- Support the school Office Manager in the oversight of the annual admissions cycle in liaison with Head of Business and Administration.
- Send and collect relevant data and family's details and chase up any anomalies.
- Input all pupil's data on to the MIS correctly and in a timely manner.
- Support the team in filling spaces by sending letters or making phone calls.
- Deal with admissions quickly and effectively, identifying any potential concerns that may affect income.
- Support the team with attendance, as directed.
- Support the school Office Manager in the debt recovery procedure by making phone calls, sending texts or letters to chase monies.
- Support parents in using the system effectively, encouraging them to workshops and support where necessary.
- Report any technical problems to Head of Operations and Community Support.

Income

- Ensure parents take up Free School Meals where eligible and support their application

General

- Support Head of Operations and Community Support, and Business Support Manager, with the implementation or maintenance of computer packages that are needed for the efficient working of the office.
- Undertake any appropriate administrative or clerical work to support the Head of Operations and Community Support and school Office Manager, including data entry, filing, photocopying and mail distribution.
- At all times to conduct the post as an ambassador of the values and ethos of the Trust with a focus on ensuring the best possible support for the delivery of outstanding teaching and learning for all pupils in the Trust's schools.
- Undertake all work with due regard to the safeguarding and protection of children, and to health and safety requirements.
- Undertake all work with due regard to best practice and legal requirements relating to diversity and equality.
- Undertake any other appropriate work as directed by the Head of Operations and Community Support.

Person Specification: School Welfare and Administration Assistant

You will need to have a can-do attitude with strong eye for a story and be known for your attention to detail. You will need to be committed to providing excellent customer service and to the aims and objectives of North Star Community Trust as a provider to the highest quality education to children in our area.

Qualifications and other required experience and skills

Essential

- Right to work in the UK
- Qualified in first aid
- Competent in school office systems
- Some experience of working in a customer-facing role
- Some experience of working in an administrative role
- Confident but calm nature
- Some experience of working in a school
- Knowledge and understanding of safeguarding
- Strong written and verbal communication skills
- Effective personal organisation skills
- Inclusive and collaborative approach
- Strong IT skills

Desirable

- Additional specific skills such as defibrillator training, training around the management of specific conditions i.e. diabetes, epi-pen training
- Experience of working with children of relevant age in a learning environment

Next Steps

To apply please visit TES via the green quick apply button shown on the advert. You can view the roles available at the school and apply via the TES by clicking on the link here: <https://www.tes.com/jobs/vacancy/school-welfare-and-administration-assistant-enfield-1476134?preview=1>

Closing date for applications is Monday 2nd August 2021.

Interviews are scheduled to take place week commencing: Tuesday 3rd August 2021.

