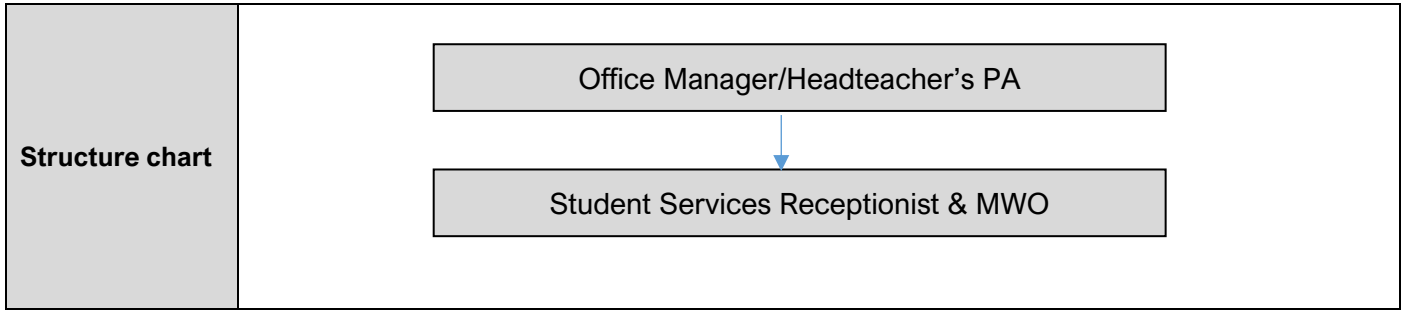




Job Description

Title	Student Services Receptionist and Medical Welfare Officer	School/Department	Maiden Erlegh School in Reading
Grade	Grade 4, Spinal points 7 to 11	Reports to	Office Manager/Headteacher's PA
Job evaluation code	MER017	Date of evaluation	April 2022
Purpose	To manage the student services reception at Maiden Erlegh School in Reading including the provision of First Aid. To provide routine administrative support to the Inclusion and Attendance team.		
Key Accountabilities	To build relationships with and provide excellent customer service to our students. To act as the school's medical welfare officer. To provide back up support to the attendance officer in periods of absence.		
Scope	Main contacts:	Staff responsibilities:	Financial accountability:
	Students, Parents, Staff	None	None
Main duties and responsibilities	<ul style="list-style-type: none"> Manning the Student Services reception and assisting students with queries in a positive and supportive manner. Tasks may include: <ul style="list-style-type: none"> Lost property queries. Timetable queries. Contacting parents on behalf of students. To support the Office Manager on whole school First Aid provision – acting as main First Aider and co-ordinating support from other First Aiders; to have overview of First Aid training and ensure all up to date with relevant training. To ensure that students' allergy and medical needs are understood and are met through the creation of a medical care plan which is communicated across the wider school community as appropriate. This includes arrangements for extra-curricular activities and trips. To ensure that the school's medical provision and records are in accordance with our stated policy. To maintain the school's defibrillator, ensuring that it is ready to use as required and that staff are aware how to access it. Work with students with health concerns and their parents – support to ensure appropriate attendance at lessons and continuance with learning. To support the Designated Teacher for Child Protection and liaise with welfare and pastoral teams. Conduct regular audits of first aid supplies, ordering replacements where necessary. To signpost/refer students on to other agencies as appropriate. Provide backup for the attendance officer. including first day calling in the absence of the attendance officer. Complying fully with all relevant Health and Safety regulations, Safeguarding procedures and Risk Assessments. Completion of Health & Safety tasks as requested via the Handsam system. Any other duties that reasonably fall within the purview of the post which may be allocated after consultation with the post holder. 		
Other requirements and responsibilities	Enhanced DBS clearance required.		





Person Specification

Role	Student Services Receptionist and Medical Welfare Officer	School/Department	Maiden Erlegh School in Reading
Grade	Grade 4	Job evaluation code	MER017
Qualifications, training and education	<ul style="list-style-type: none">NVQ Level 2 or equivalent.Nursing / First Aid qualification or prepared to train.		
Experience	<ul style="list-style-type: none">Knowledge of Bromcom/other MIS packages an advantage.Experience in and understanding of Health & Safety regulations.		
Skills and abilities	<ul style="list-style-type: none">Excellent Microsoft office skills - Word, Excel, Outlook.Confidentiality, reliability, tact, diplomacy, sensitivity, and resilience.Excellent organisational and communication skills – able to prioritise workload and meet deadlines.Ability to identify the needs of others quickly and deal with queries.Able to work independently but also as part of a team.Flexible approach to working and a commitment to on-going personal development.Calm under pressure, adaptable and energetic.A sense of responsibility and ownership.		
Requirements specific to the role	<p>All staff and volunteers are expected to be committed to safeguarding, equality and promoting the welfare of children and young people.</p> <p>This role is fundamental in supporting students in our school, in particular those with medical needs. We need the person fulfilling this role to proactively lead on all aspects of medical and first aid management.</p> <p>To ensure awareness of local safeguarding policies and procedures and to report any concerns or information received as required.</p>		

The Trust retains the right to implement changes in job descriptions and person specifications to reflect changes in the demands of the post. Where this is necessary this will be done in consultation with you.

Signed: Post holder	
Date:	