



Queen Mary's Grammar School

Headmaster: R J Langton, M A

Job Title:	Welfare Services Assistant
Grade:	NJC Grade 4. SCP 6 – 11 (FTE: £21,968 – £24,054) Actual salary £10,214 – £11,184
Purpose of Job: To oversee the day to day running of the Student Welfare Hub reception; being the first point of contact for student concerns. Supporting the provision for SEND and SEMH work within the school. The role is directly line managed by Welfare Services Manager, Mrs Hill.	
JOB DESCRIPTION The duties may include any or all of the following: <ul style="list-style-type: none">• Being the first point of contact for students with queries or concerns• Take a leading role in the promotion of positive student welfare• Work alongside the specialist teams for Special Educational Needs (SEND) and Social Emotional and Mental Health (SEMH) within the school• Oversee pupil, staff and visitors' accidents and first aid incidents, and co-ordinate support for their medical needs• Liaise with other duty first aiders/heads of year to deal with accidents and illness• Maintain first aid records and follow up on issues (using EVOLVE)• Administer medications to pupils and staff where necessary• Ensure IHCP documents are up to date and shared where necessary• Co-ordinate student lockers• To manage lost property• Keep accurate and up to date records via CPOMS and SIMS• Communicating with pupils, staff, parents and external agencies as required• Liaising with outside agencies and orchestrating support as required• Support the implementation of the attendance policy which may require communication with contact with pupil or/and family• Establish productive working relationships with pupils, acting as a role model and setting high expectations• Promote good pupil behaviour, dealing promptly with conflict and incidents in line with the school's policy• Contribute to the overall ethos and high achievement of the school• Liaise with teaching and pastoral staff• Contribute to the wider co-curricular life of the school• Being aware of and supporting diversity and ensuring all pupils have equal access to opportunities to learn and develop• Comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, reporting all concerns to an appropriate person• Participate in training and other development activities as required• Support the Welfare Services Manager, Mrs Hill where required• Carry out any other duties as may reasonably be requested by the Headmaster or other members of the Senior Leadership Team.	
Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that may be carried out. The postholder may be required to do other duties appropriate to the level of the role	

PERSON SPECIFICATION

Preferred skills, personal attributes or experience

- Skilled IT user (previous experience of SIMS, CPOMS and EVOLVE an advantage)
- Ability to relate well to children and adults;
- First Aid experience, ideally with a current First Aid at Work certificate (although this can be arranged on appointment if required). Higher level experience or qualification would be advantageous
- Ability to be flexible in approach with good multitasking skills
- Ability to complete tasks in a methodical and diligent manner
- To have strong administrative skills
- Excellent organizational and time management skills
- The ability to communicate effectively, verbally and in writing with staff, pupils and parents
- Presence, dynamism, good sense of humour and approachability.
- Ability to deal with colleagues and pupils in a manner appropriate to each
- Ability to react positively and remain calm under pressure

Queen Mary's Grammar School is committed to safeguarding and promoting the welfare of children and young people and all applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. Safeguarding and Safer Recruitment Policies can be found on our website.