



St George's Academy

“Aiming high to achieve excellence for all”

Corporate Services – Receptionist & Student Support First Aid Job Description

Salary:	NJC Scale 1
Hours:	37 hours per week
Contract type:	52 working weeks per year
Responsible to:	External Funding & Administration Manager

PURPOSE OF JOB

The Receptionist & Student Support First Aid will:

- Be responsible for providing an efficient and effective Reception facility to welcome visitors, parents, students and staff.
- Be responsible for providing a full administrative and printing service to the Academy.
- Work as part of the small team of Reception staff based at both Sleaford and Ruskington.
- Provide first aid attention to all students, staff and visitors on the Ruskington Campus. This may include those with pre-existing medical conditions and/or those who become unwell or injured during the school day.
- Undertake any other administrative duties required to ensure the delivery of high quality Corporate Service Administration.

MAIN RESPONSIBILITIES, TASKS AND DUTIES

All responsibilities, tasks and duties to be carried out in line with Academy guidelines and policies.

Reception duties

- To provide reception, telephone and messenger service and deal efficiently and appropriately with all enquiries.
- Dealing with incoming calls, internal calls to Reception. Taking messages for staff and relaying these, either by telephone, email or, if necessary, leaving work station and giving the message personally. Liaising with the Pastoral Team and Student Progress Managers in relation to pupils.
- Enquiries made personally – dealing with staff, parents and visitors that come to Reception. Passing items and messages left by parents to staff and students. Logging visitors in and out of the Academy in accordance with H&S and Safeguarding procedures.
- To provide administrative support, including filing, word processing, reprographics and data input.
- Handling incoming and outgoing mail.
- Recording absences on fire alarm staff list and supporting staff and visitor checks during fire alarms.
- Deliveries – signing for goods delivered to Reception, then arranging for collection or distribution to staff via Estates staff.
- Planning, organising and completing photocopying requests to meet deadlines.
- Liaise with the photocopying provider to report faults and ensure sufficient stock of consumables.
- Responsible for ordering stationery, paper and reprographics supply materials.
- Staffroom – stacking dishwasher and ensuring that the staffroom is tidy at the end of each day.
- Coordinating trips/events/reply paperwork for passing to relevant departments.

First Aid

With support and guidance available via the Student Support Lead – First Aid, based on the Sleaford campus, take a lead role in supporting the first aid requirements on the Ruskington campus. This will include:

- Undertaking student first aid, treating sick students, liaising with parents/staff and arranging transfer to home or hospital where appropriate.
- Keeping safe medication, which may be required by students during the school day.
- Administering emergency first aid to give immediate help to casualties with either injuries or illnesses and those arising from specific hazards.
- Identifying students showing evidence of abuse/neglect and report to the designated child protection officer.
- Liaising with student support teams regarding any concerns about individual students e.g. those who frequently attend first aid.
- In the event of an accident, making sure the details are accurately recorded on the appropriate database and passed to the Estates Manager and discussed with the Student Support Lead – First Aid as appropriate.
- Ordering first aid supplies for use in the medical room and for re-stocking all First Aid Kits in use around the School on an ad hoc basis and as required.
- Undertaking general administrative duties in respect to First Aid e.g. photocopying, filing, faxing, responding to routine correspondence.
- Organising First Aid kits for visits out of school at the request of individual members of staff.
- Maintaining the medical information database.

Reception & First Aid

- To work flexibly, including travel, as required, to meet the needs of the role.
- Lone working may be required across both sites to cover absences and during holiday periods.
- Maintain confidentiality at all times, releasing confidential information obtained during the course of employment to those acting in an official capacity.
- Any other duties, as may be required from time to time commensurate with the grade as appropriate.

GENERAL

- To be responsible for personal continued professional development and take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school
- To adhere to Health and Safety Regulations
- To keep confidential any issues related to St George's Academy which are deemed confidential
- To participate in appropriate meetings
- To contribute to the development, implementation and evaluation of the school's policies, practices and procedures, so as to support the school's values and vision
- To make a positive contribution to the wider life and ethos of the school
- To uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- To have proper and professional regard for the ethos, policies and practices of the school, and maintain high standards of attendance and punctuality
- To support equal opportunities and promote anti-discriminatory practice

It is important to recognise that any job description outlines only the minimum expectations of the post-holder and should not constrain any colleague wishing to take on additional responsibilities and activities that could positively affect their own, their team's or the school's development and improvement. All members of staff must be prepared to work flexibly, undertaking aspects of colleagues' work of a similar or lower level of complexity, in order to ensure:

- Cover of the school's needs throughout the day
- Appropriate cover for colleagues when absent for any reason

All Academy staff have a responsibility to safeguard and promote the welfare of children and young people within the Academy. This includes helping to safeguard pupils' well-being by following the requirements of Keeping Children Safe in Education and our school's child protection policy

All Academy Staff are expected to make themselves familiar of the Academy Policies and Procedures and to adhere to these. These can all be found on the Academy X Drive.

This job description may be amended from time to time in discussion with the post holder.

PERSON SPECIFICATION

Corporate Services – Receptionist/ Reprographics

	ESSENTIAL	DESIRABLE	ASCERTAINED BY
1. EXPERIENCE	<ul style="list-style-type: none"> • Experience of providing high level administrative support in a busy environment • Experience of using a wide range of office equipment and ICT software, information systems in an administrative environment • Previous experience of working in a customer focused environment, taking messages and forwarding to the appropriate person for processing • Experience of working successfully and co-operating as a member of a team • Work on own initiative 	<ul style="list-style-type: none"> • Experience of working in a school environment • Experience of working with young people • Experience of working in a first aid role 	Application form Application/interview Application/interview Application/interview Interview
2. KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of using Microsoft Excel, Word and Power Point, telephone and radio communication systems • Knowledge of confidentiality and data protection legislation and is able to use discretion where necessary • Knowledge of relevant Health & Safety regulations • Understand the importance of safeguarding within a school environment • Understanding of filing, storage and archive systems 	<ul style="list-style-type: none"> • Knowledge of using the software Bromcom 	Application/interview Application/interview Interview Interview Interview
3. SKILLS AND APTITUDES	<ul style="list-style-type: none"> • Excellent telephone manner and customer service skills. • Ability to set up and develop administrative systems, for checking, monitoring and reporting. 	<ul style="list-style-type: none"> • Intermediate level of competency in Word and Excel 	Interview Interview

	ESSENTIAL	DESIRABLE	ASCERTAINED BY
	<ul style="list-style-type: none"> • Have the ability to work calmly under pressure and have the ability to adapt quickly and effectively to changing circumstances • Problem solving – ability to respond to problems and identify solutions with appropriate support/guidance from more senior colleagues. Aware of when to seek support • Excellent communication skills, both verbal and written • Good interpersonal skills with the ability to relate to all levels of staff • Flexible with effective time management skills 		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
4. QUALIFICATIONS AND TRAINING	<ul style="list-style-type: none"> • Educated to GCSE (grade 4 or above) level or equivalent in Maths and English • NVQ2 Level in Business Administration or equivalent qualification in related area or equivalent experience • Hold a First Aid at Work Certificate, or demonstrate a willingness to work towards • Good standard of written and spoken English • Evidence of continuing professional development 		<p>Application</p> <p>Application</p> <p>Application/Interview</p> <p>Application/interview</p> <p>Application/interview</p>
5. ATTITUDE AND MOTIVATION	<ul style="list-style-type: none"> • Calm and patient when dealing with others • Demonstrates accountability and ownership for own work duties and activities and carries them out with accuracy and integrity • An ability to work within a team environment and be supportive of the overall team effort • Demonstrates a 'can do' approach, self-motivation, ability to prioritise work and the ability to work autonomously • Ability to travel to work across the Academy's two campus sites 		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application/interview</p>

