



Job profile: Student Services Receptionist/Nurse

Reporting to: Student Services Manager

Grade: Scale 5 £19,747-£21,506 (Pro-rata)

Working Time: 36 hours per week
Monday to Thursday: 08.00 – 16.15 Friday: 08:00- 16.00
Term-Time Only + 5 days which must be spread across the year
[40 weeks per annum]

JOB PURPOSE:

- The purpose of the post-holder is to provide administrative and student facing support for the Student Services Department which covers student welfare as well as Special Educational Needs. To take responsibility for the Medical Room and be the first point of contact for First Aid within the Team and School.

Key tasks and accountabilities will include the following:

1. To find efficient solutions to your sphere of student support through investigation, analysis and problem-solving
2. To be proactive in the development of your sphere of student support in order to increase cost effective efficiency through the use of alternative processes or technology
3. Student Support within the School
 - To create, maintain and facilitate effective relationships with students.
 - To help the school in improving the health and wellbeing of students and provide front line support when required.
4. Medical Care

To be responsible for:

 - The medical welfare of students and staff, including the provision of first aid services and the maintenance of accident and Incident Records.
 - Making decisions relating to the referral of students and staff to a doctor or hospital.
 - Contacting parents/carers as and when necessary with regard to students' welfare and/or sudden illness.
 - Ordering, control and usage of medical supplies within the whole school.
 - Checking medications held, e.g. epi pens for date use.
 - The operation of the medical room.
 - Providing a weekly early morning 08:15 to 08:40 'Drop in' service for students.
 - Provide administration for student medical records and ensure these are kept up to date.
 - Liaising with appropriate staff on matters of student welfare.
 - Attending relevant training programmes to ensure best practice is maintained and qualifications are updated in line with Government Health initiatives.

- Delivering training to all staff on student medical needs and first aid procedures
- Liaising with external contacts within the health service.
- Organising all medical surveys, vaccinations etc. to include the administration of appointments [e.g. BCG vaccinations, dental checks etc.] and communication with parents/carers.

5. Administration

- To staff the School's Student Reception, being the first point of contact with students on a full-time basis for all student queries.
- To carry out all related general administrative duties, as directed, including filing.
- To administer the 'On Call' Procedures and log incident reports.
- To oversee Student Lost Property, to sign in/out students for appointments, telephoning parents/carers or providing students with that facility and any other related administrative duties that are necessary.

6. Data

To support in the maintaining of the School's Attendance, Behaviour and Reward System, under the direction of the Data Manager and SALT as follows:

- Producing, printing and distributing attendance and detention letters.
- Inputting attendance and detention information on SIMS.
- Producing, printing and sending weekly correspondence on such matters to parents/carers.
- To co-ordinate and manage administration pertaining to internal and fixed term exclusion.
- To liaise with Learning and Assistant Learning Co-ordinators, Learning Mentor and Senior Management in regards to internal and fixed term exclusion referrals.
- To maintain accurate records and update the school information management system (SIMS) with accurate information regarding internal and fixed term exclusion.
- To update and maintain SIMs rewards system.
- To work alongside Learning Co-ordinators and Senior Management on such matters to do with the rewards system and reward events.

8. Other Duties

- To hold up to date copies of daily attendance registers in case of emergency evacuation and to assist in school emergencies, contacting emergency services, as required.
- To communicate honestly and openly with parents and carers, fostering good relationships, supporting the development of their parenting skills and their ability to deal with the emotional needs of their child.
- To support in Year 6 transition with Health Care Plans/medical needs.
- To liaise with external agencies via the Assistant Headteacher [Inclusion and Student Services], where appropriate.
- To make home visits if deemed necessary by the Assistant Headteacher [Inclusion and Student Services].
- To liaise with school staff regarding families and students as necessary in response to pastoral and learning needs.
- To communicate the collection of work for students not able to attend school where such arrangements have been approved by the Student Services and/or Pastoral Team.
- To liaise with student representatives on related issues as necessary.

- To liaise with Local Authority Officers and visiting specialist Teachers, as necessary
- To attend meetings as appropriate for professional development and those of benefit to the Student Services Team.
- To provide assistance to the Inclusion and Student Services Team in various tasks as delegated.
- To carry out the duties of the post in the most, effective, efficient and economic manner available.
- To have an understanding of the challenges and opportunities that relate to a school environment.
- To contribute to the School's ethos.
- To support the School's Mission Statement and vision.
- To carry out such duties and activities relating to the above areas appropriate to the grade and as the Headteacher shall, from time to time, reasonably require.

Equal Opportunities

- To be aware of and support difference and ensure equal opportunities for all Schools
- To contribute to the overall ethos, work and aims for the School.

Support

- To appreciate and support the role of other professionals.
- To participate in training and other learning activities and the School's Appraisal Process, as required.

CANDIDATE SPECIFICATION

Successful candidates are likely to be able to give evidence in support of all or most of the following:

Professional Skills and Experience

1. Possess appropriate qualifications and/or experience in a similar role.
2. Be IT literate and be able to operate software at an intermediate level.
3. Have experience of managing and maintaining accurate records and filing systems
4. Be able to use office equipment efficiently.
5. Possess the ability to time manage and prioritise effectively in a busy office environment.
6. Be able to deal discretely with confidential information.
7. Be able to identify and address own training and development needs.
8. Show evidence of continued professional development.
9. Have experience of working with young people.
10. Hold an up to date First Aid Certification or a Nursing qualification.

People, Relationships and Communication

1. Be personally committed to developing a distinctive and inclusive ethos in the School.
2. Be able to relate to all students, staff, parents/carers and visitors in a positive and constructive way.
3. Be part of a whole School Team which seeks and develops a variety of opportunities to support and work with students.
4. Be helpful, friendly, approachable and professional at all times in dealing with people.
5. Possess integrity, optimism, resilience, calmness and a sense of proportion.
6. Be able to work constructively as part of a team, understanding the roles and responsibilities of others and your own position within these.
7. Possess good written and verbal communication skills.

Heston Community School is committed to safeguarding and promoting the welfare of children and young people. The successful candidate must be able to satisfy an enhanced clearance by the Disclosure and Barring Services [DBS].

Safeguarding Children

Context:

All staff are part of a whole school Team. They are required to support the values and ethos of the School and school priorities as defined in the School Development Plan.

This will mean focusing on the needs of colleagues, parents/carers and students and being flexible in a busy and pressurised environment.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 [2] of the Rehabilitation of Offenders 1974 [Exemptions] [Amendments] Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the School. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers.

The School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.

General

Whilst every effort has been made to explain the main duties and accountabilities of the post, each individual task undertaken may not have been identified.

Employees will be expected to comply with any reasonable request from a Leader to undertake work of a similar level that is not specified in this job description, including relief cover for other administration staff.

Employees are expected to be courteous to colleagues and provide a welcoming environment for other professionals, students, parents, visitors and those making contact by telephone.

The School will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment of any employee who develops a disabling condition.

This job description is current at the date shown but following consultation with you may be changed by your Line Manager or Leadership to reflect or anticipate changes in the job which are commensurate with the salary and job title.

