



Job Description

Receptionist & Pupil Services Administrator based at Frideswide's Reception

Reporting to: Headteacher's PA

Job Purpose – To act as the first point of contact for visitors to the school and to manage the administrative needs of the students in the school, creating a professional and positive impression at all times. To manage the medical room and administer basic first aid as needed.

Key Tasks

Reception:

- Undertake reception duties, welcoming and signing in visitors and directing as necessary to departments/members of staff whilst ensuring that safeguarding protocol is followed.
- Ensure safeguarding protocol is adhered to when students sign in and out of school and to liaise with parents as necessary.
- Answer and deal professionally with internal and external telephone calls, emails and face-to-face queries.
- Take delivery of packages to the school.
- Maintain an awareness for the physical environment and ensure that the reception area is tidy and welcoming at all times.
- Upkeep diary for visitors/events at the school.

First Aid:

- Be willing to undertake first aid training and other specific medical training, e.g. epi-pen and diabetes.
- Administer first aid and maintain records of aid given. Liaise with parents and other members of staff as needed and, when necessary, liaise with paramedics.
- Maintain records of students reporting in unwell and liaise with the relevant staff and parents accordingly.
- Store epi-pens and diabetic medication and ensure medication is in date.
- Maintain first aid bags for visits and replenish as required.
- Coordinate with School Health Nurse regarding the administering and storage of medication.
- Maintain level of supplies for medical room.

Pupil Services:

- Arrange for messages to be passed to students and staff.
- Receive confiscated items and return according to the school's standard operating procedures.
- Manage Lost Property.
- Arrange for delivery of work to students on site but not in timetabled lessons, as appropriate.
- Answer timetable queries from staff/students.
- Update Attendance system with information about students signing in and out of school/in medical room.
- Liaise with Heads of Year/Student Managers regarding student welfare, as appropriate.

Safeguarding

You will be expected to be familiar with the content of the school's current Safeguarding Policy, together with the 'Keeping children safe in education' statutory guidance for schools (as amended) and promote and ensure the safeguarding of students at the school.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and the post holder will be expected to work flexibly as part of the administrative team which ensures the smooth-running of the school.