

JOB DESCRIPTION

[Chingford Foundation School](#)

[Chingford Academies Trust](#)

Title of Post:	Welfare and Administrative Officer
Grade/Pay Range:	Scale 5 (spinal points 12-16) £29,174 - £30,926 actual salary
Hours:	36 hours per week, term time + 5 Inset days Monday to Thursday 07.30-15.30 Friday 07.30-15.15 Lunch times: 45 minutes between midday-14.00 (to be agreed based on the needs of the school)
Department:	Admin
Responsible to:	Office Manager
Responsible for:	None
Key Contacts:	Internal: Staff/Pupils; External: Statutory Agencies

The Welfare and Administrative Officer is a vital forward-facing role at the heart of student welfare. The role is essential for maintaining the care and safety of students. The post holder will be the main point of contact for matters concerning students' daily care, first aid, medical needs and sometimes emotional support. The post holder will also be required to liaise with parents, caregivers and other external bodies linked to student care. The post holder is also required to be part of the central admin team and work closely with them including providing cover as required.

FACILITIES AND RESOURCES

The school provides outstanding facilities for teaching and support staff, including designated classrooms and offices.

LINE OF RESPONSIBILITY

The post holder is directly responsible to the Office Manager

JOB PURPOSE

- To be the main point of contact for the provision of welfare provision in the school
- To provide, a high level of accuracy, effective and efficient administrative and clerical support
- To provide excellent and proactive front-line customer service to families and visitors

- To be flexible and support the smooth running of the provision based on operational needs

MAIN DUTIES AND RESPONSIBILITIES

- To provide a high quality, professional service in the welfare room, and within the administration team
- To deal with enquiries in the medical room, by email, telephone and in person, and to ensure accurate information is passed to the relevant parties in a speedy manner, always maintaining confidentiality
- To maintain a neat and tidy welfare room, including restocking when needed and making orders through the protocol set out by the Finance Department
- To complete reception duties when needed, efficiently and to provide a professional and positive welcome to all visitors, students and staff and to provide cover during staff absences.
- To assist in the organisation of school events and parents' meetings and provide information on student welfare at these events
- To act as a welfare lead, administering welfare and medication as directed, ensuring that all procedures are always followed in line with the Trust First Aid policy
- To maintain the medical database used by the school (Arbor), ensuring that data is accurate and current
- To take the lead with vaccinations, liaising with the relevant external agencies and making the necessary internal arrangements for the smooth vaccination process to be administered
- To provide any clerical support to colleagues as required, to include printing and distribution of documents
- To undertake photocopying as required and to collate and distribute documents as necessary
- To oversee the work of the Administrative/Welfare Assistant and Receptionist, offering advice and working collaboratively
- To provide administrative support for the new detentions database as and when required
- To be a named First Aider and undertake a 3-day First Aid course and refresher training as required
- To administer medication to pupils where required in accordance with the Trust's Supporting pupils with medical needs policy
- To support student needs at the Student Reception via 'The Hatch' in the Admin Office
- To maintain a tidy, calm and professional reception area

- To provide reports in a timely manner for senior management meetings, Health and Safety meetings etc., offering advice on the data and providing an analysis as required
- To create and update Healthcare Plans for students with existing medical conditions in line with Trust Guidance.
- To be a fire warden following the schools fire evacuation procedure
- To report any hazards in the Welfare Room to the site services team
- To keep abreast of welfare legislation and regulations and support the implementation of good practice at all times and within guidelines
- To work collaboratively with external partners including health and safety, local authorities and other health care professionals under the guidance of senior leaders

TRUST WIDE SUPPORT

- To ensure that student Health Plans are up to date and to create new plans for incoming Year 7 students across trust sites, including supporting the work of other staff in the development of Health Care Plans
- To provide training to relevant staff on the smooth operation of a welfare provision, including Health Care Plans
- To set up welfare systems, procedures and protocols across the Trust
- To visit schools within the Trust as part of a rota, carrying out welfare checks on systems, processes and protocols, offering advice and practical support as required
- To provide cross school cover during periods of absences, staff shortages and as directed

OTHER

- To undertake typing, word processing, photocopying, filing and IT based tasks
- To provide administrative and organisational support to other staff
- To take minutes as and when required
- To undertake training and development relevant to the role and aligned with the Trust's priorities
- To be flexible in working hours as required, supporting after school and evening events as needed
- To support other schools within the Trust if required

GENERAL

- These above mentioned duties are neither exclusive nor exhaustive and the post-holder may be required to carry out other duties as required by the Trust
- Always to perform duties in all elements of the role in a professional manner and with integrity, mindful of confidentiality as appropriate

- To be committed to, and comply with, all Trust policies
- To comply with all provisions of the Health and Safety at Work Act 1974, any other relevant legislation and with all school Policy and Practice relating to Health and Safety at Work
- To participate in Line Management in line with school policy
- To participate in continuing professional development opportunities as directed or identified through appraisal and ensuring ability to fulfil role effectively
- To manage both internal and external relationships, striving for excellence in stakeholder satisfaction
- To work effectively and successfully in your team within school

OTHER REQUIREMENTS

- To have an up-to-date Enhanced DBS Disclosure.

SAFEGUARDING

Safeguarding students of the Trust is a priority. All appointments to posts in the Trust are made through stringent adherence to the requirements of 'Keeping Children Safe in Education' (most recent edition). The schools in the Trust maintain a cohort of staff trained in Safer Recruitment and the trained colleague(s) most appropriate to this post will participate in the selection process.

All staff will be trained annually in Child Protection requirements. Cognisant of Part 1 of 'Keeping Children Safe in Education', (most recent edition), staff are required to refer all Child Protection concerns to the Child Protection trained staff team in their school (recognising that they can refer directly themselves to LBWF in extraordinary circumstances). Those trained in Child Protection are identified throughout Trust and school documentation and on the school websites.

Within their work, employees are required to identify, attempt to prevent or at least minimise the risk of interpersonal abuse or violence; safeguarding children, other vulnerable people and themselves. This includes the timely sharing of Information with appropriate colleagues to enable action to be initiated and protection to be afforded to both students and/or colleagues as needed.

All employees are required to be aware of and update colleagues, as appropriate, to comply with current legislation and statutory guidance which will affect their practice in role and must adhere to all policies and protocols of Chingford Academies Trust and their school within the Trust.

Name of Postholder

Signature Date

PERSON SPECIFICATION
WELFARE AND ADMINISTRATIVE OFFICER



JOB REQUIREMENTS	Essential	Desirable
QUALIFICATIONS		
GCSE grade C/4 or equivalent in English and Maths	X	
First aid qualification or willingness to complete this training	X	
Evidence of recent professional development		X
EXPERIENCE		
Experience of working in a fast-paced professional environment		X
Experience of working in an educational environment		X
Experience in the operation of administrative systems	X	
Experience of using school systems such as Arbor		X
Experience in working as part of a team, managing competing demands and working to tight deadlines	X	
Line management experience and ability to hold others to account		X
Experience of welfare or other regulatory frameworks.		X
Experience of effectively dealing with external stakeholders		X
Experience communicating with parents/carers, including those who may be distressed or challenging	X	
Experience producing or assisting with data reports		X
SKILLS, KNOWLEDGE AND UNDERSTANDING		
Excellent organisational and administrative skills	X	
Ability to follow instructions and carry out set duties	X	
Ability to communicate effectively at all levels (students, staff, parents, external partners)	X	
Competent user of IT and efficient administrator	X	
Good interpersonal skills with the ability to remain calm, professional and empathetic	X	
Ability to work in a logical way, prioritising and coordinating tasks	X	
Commitment to ongoing personal development and willingness to undertake appropriate training	X	
Excellent attention to detail and ability to see 'the bigger picture'	X	
Knowledge of the Data Protection Act		X
Attention to accuracy and detail, particularly in the use of computerised systems		X

Ability to maintain confidentiality and appropriate professional boundaries	X	
Ability to deliver training and support to colleagues on internal procedures related to the role		X
PERSONAL ATTRIBUTES		
Clear commitment and understanding of the Trust ethos, vision and values	X	
Flexible, proactive and resourceful	X	
Ability to work as part of a team but confidence and judgment as to when own initiative is required	X	
Commitment to school ethos and direction	X	
High standard of punctuality	X	
Ability to motivate others and to be self-motivated	X	
Calm and organised approach to work including times when under pressure	X	
Commitment to equality, diversity and inclusion	X	
SAFEGUARDING		
Commitment to safeguarding and promoting the welfare of children and young people	X	
Ability to form and maintain appropriate relationships and boundaries with students	X	
Understanding of Safeguarding procedures	X	
Enhanced satisfactory DBS check	X	

This post is exempt from section 4(2) of the Rehabilitation of Offenders Act, 1974, as the duties give you access to persons who are under the age of 18.

The amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are 'protected' and are not subject to disclosure to employers, and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found at the Disclosure and Barring Service website.

The Trust as an employer is committed to safeguarding and promoting the welfare of children and young people as its number one priority. This commitment to robust Recruitment, Selection and Induction procedures extends to organisations and services linked to the school on its behalf.