



PIONEER LEARNING TRUST

Pursuing Excellence and Equity

JOB DESCRIPTION: Welfare and Communications Officer

SCHOOL: This post is based at The Ferrars Academy

JOB PURPOSE: This post is centrally appointed to The Pioneer Learning Trust and based at The Ferrars Academy.

RESPONSIBLE TO Business Manager

GRADE: L3

PRINCIPAL RESPONSIBILITIES:

1. To provide a reception service to school including:
 - Managing the car park and main pedestrian access gates.
 - Assisting visitors and pupils to sign in and out appropriately.
 - Ensuring safe passage to class for pupils and directing visitors to the appropriate area.
 - Managing late arrival of pupils including taking lunch orders and communicating this to the kitchen.
 - Dealing with deliveries and informing staff.
 - Taking and receiving telephone messages.
 - Dealing with incoming and outgoing mail.
 - Supporting parents with administrative areas such as accessing letters, communications systems, uniform etc.
2. Operate computerised information and communications systems, in line with good practice, to support the effective administration and management of the school. These systems currently include:
 - Parentmail
 - Digital sign in system for pupils, visitors and staff
 - Access control systems
 - Child Protection systems (CPOMS)
 - Electronic school diary and filing system – Office 365
3. Management of medicines in line with NHS, DfE and LA guidance and policy including the delivery of guidance and training where appropriate, e.g. EpiPen use.
4. Liaison with home, the emergency services and other staff as appropriate. Accompany pupils to hospital, in the event of an emergency and ensure that parents/carers are informed.
5. Liaising with the Business Manager to define First Aid provision across the school based on the assessment of risk, and including:
 - * Maintaining a register and contact list for First Aiders
 - * Organising training and refresher training
 - * Checking and replenishing First Aid boxes

6. Review of First Aid records to identify pupil welfare issues, including the investigation of incidents and trends, reporting and resolving or escalating issues arising, as appropriate.
7. Maintaining medical welfare records, documentation and procedures. Ensure that all forms associated with pupils' medical needs are maintained up to date and in line with current legislation.
8. Maintain stocks of First Aid materials and stationery, above minimum order levels, raise orders for these, seek school authorisation and ensure that proper procedures are followed.
9. Contribute to and support plans to meet the needs of pupils with special educational needs, working with class teachers and the SENCO as necessary.
10. Liaison with other school teams, parents/carers and outside agencies as appropriate, for example dental wellness, heights and weights teams.
11. Support class teachers with photocopying, ordering and organisation /distribution of resources, and other administrative requirements.
12. Undertake general administrative duties including opening and distribution of mail, filing, photocopying, emailing etc.
13. Be prepared to step in to cover staff absence within the office team.
14. Any other reasonable administrative duties commensurate with the role, as required.

DIMENSIONS:

Supervisory Management: None

Financial Resources: None

Physical Resources: Office, ICT equipment

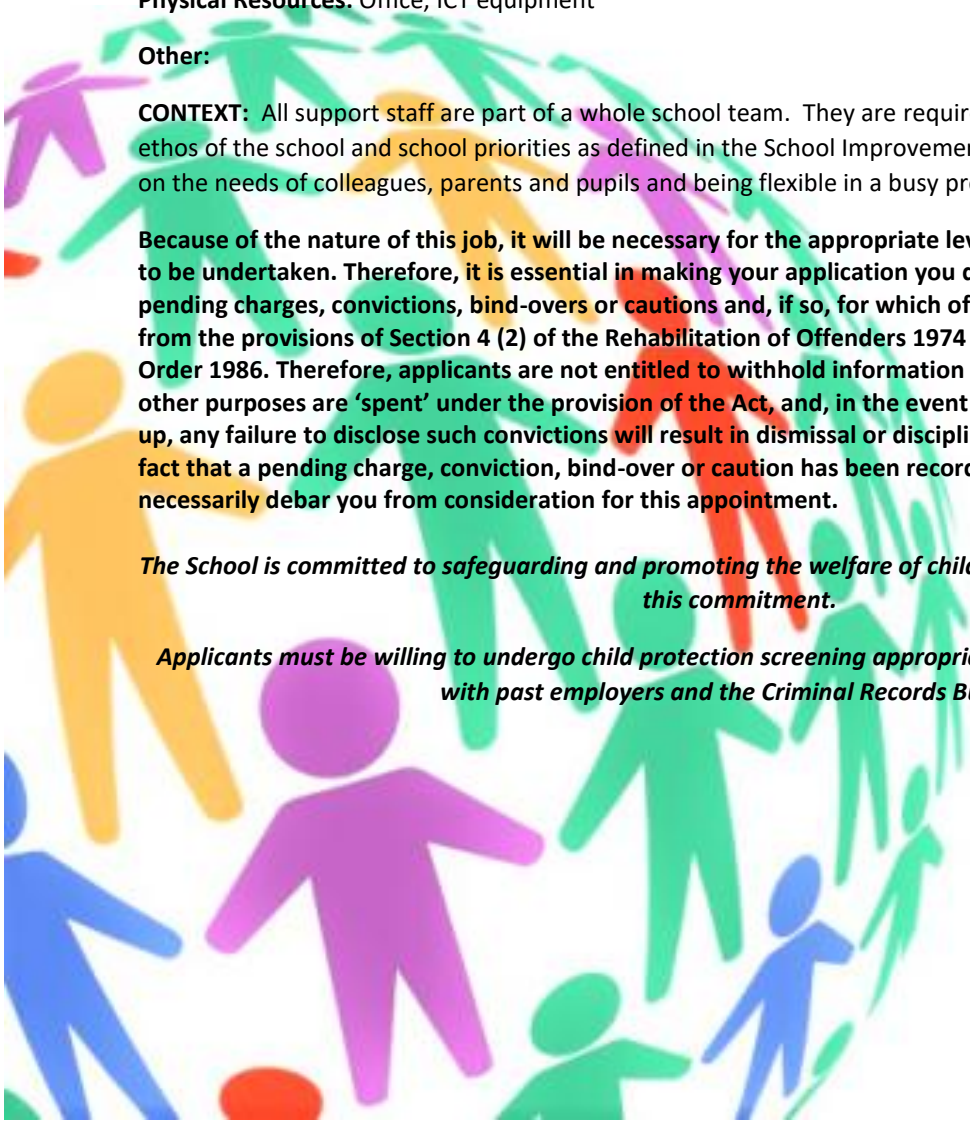
Other:

CONTEXT: All support 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 Improvement Plan. This will mean focussing on the needs of colleagues, parents and pupils and being flexible in a busy 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 Authority. 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.

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

Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Criminal Records Bureau.



Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job. Essential (E) :- without which candidate would be rejected Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.

Attributes	Essential	How Measured	Desirable	How Measured
Experience	Demonstrable work experience in a general office environment including working within administrative and financial procedures. Demonstrable experience of care of young children in an employment setting.	1,2,3 1,2,3	Experience in use of Microsoft Office, including Word and Excel	1,2,3
Skills/Abilities	Excellent spoken English and face to face communication skills Demonstrable organisational skills –able to manage periods of heavy and conflicting demands In depth word processing skills- able to produce a wide range of complex documents Able to maintain accurate manual and computer based records Able to organise own workload and that of others as appropriate Able to work to strict deadlines and targets Able to deal politely and tactfully with a wide range of people Able to converse with ease with members of the public and provide effective help or advice in accurate and fluent spoken English Able to communicate effectively with young children, families and other professionals - able to empathise, counsel and comfort. Literacy and ICT skills of a secure enough level to maintain accurate records, write letters, update policy documents and another general admin. Demonstrable experience of using word-processing, spreadsheets, databases and IT packages.	1,2 1,2 1,2 1,2 1,2 1,2,3 1,2,3 1,2,5 1,2,5	Customer service skills	1,2
Competencies	Able to form appropriate relationships with young people	1,2		

Equality Issues	Able to recognise some forms of discrimination, which commonly exist.	1,2		
Specialist Knowledge	Knowledge of first aid procedures in schools and safeguarding and child protection procedures	1,2		
Education and Training	First Aid Certificate	4	Paediatric Aid Certificate	4
Other Requirements	Willing to adjust at short notice, the tasks and activities undertaken to meet the changing demands and priorities during work periods.	1		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Disability Discrimination Act (1995), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (1984 & 1998)

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CVs will not be accepted for any posts based in schools.

