

SPROWSTON COMMUNITY ACADEMY

JOB DESCRIPTION

POST TITLE: Student Receptionist with Medical Needs and Attendance Support

RESPONSIBLE TO: Headteacher
Assistant Headteacher: SEND and Vulnerable Groups
Office Manager
Senior Attendance Champion/Attendance Officer

GRADE: D5-6

POSTHOLDER: TBC

Purpose

- To provide a high standard of practical support to students on a daily basis
- To liaise directly with parents and families in order to plan and facilitate the best support for students, including medical care
- To form a part of the administration team in order to provide strategic and operational support to families and students.
- To act as a key liaison between students, families, teaching and support staff. This will include sharing information and ensuring that there are coherent plans in place to support students across the school
- To hold responsibility for supporting and triaging the daily medical and first aid that arise during the school day, as well as overseeing and being accountable for ensuring that students have in place medical health care plans that are being followed by appropriate stakeholders.
- To support the daily process of attendance monitoring by making daily calls regarding pupil absence

Main responsibilities

Student Support

- Dealing with students' enquiries and practical requirements in person
- Ensuring students sign in and out properly using our Sign In App system
- Supervision of students arriving late to school and leaving early
- Issuing and managing all the appropriate 'student cards' for timeouts, toilet issues, uniform exemption etc.
- Supporting the Student Leadership programme by organising and supporting student involvement in interviews/tours/school PR as appropriate
- Organising temporary bus passes

Medical

- Leading on first aid incidents as they present themselves, including supporting standard medical conditions and liaising with Health Care Professionals
- Logging plans and keeping them up to date on our school systems such as Arbor and Provision Map
- Liaising with stakeholders to ensure that all medical needs plans are up to date and alive and that information is shared effectively

Attendance

- Making daily attendance calls for those in a particular attendance percentage category as guided by the Senior Attendance Champion
- Identifying patterns of authorised attendance patterns to ensure students are in school as much as possible
- Working with the Attendance Team to co-ordinate the approach to first aid, medical needs and students who are ill within the school day

Parent Support

- Handling telephone enquiries to the school, answering parental queries and seeking resolution to questions raised
- Provide and maintain a directory of support agencies for families

Administration

- Work closely with the Site Manager to ensure PEEPs are completed carefully and accurately for lift passes
- Liaising closely with both the Inclusion teams and Teaching and Learning teams to ensure child information is shared effectively and frequently and is being followed
- Supporting our QR code system for cashless catering, including liaising with parents/guardians when accounts need to be topped up
- Working on Arbor around issuing sold items on Arbor such as gym shields, swimming caps and locker keys
- Ensuring that form folders are up to date
- To assist in all areas of work of the main school office as directed by the Office Manager required to improve the effectiveness or efficiency of the role, or to help with administrative functions

General

- Be aware of and comply with policies and procedures relating to child protection, equal opportunities, health and safety, confidentiality and data protection, reporting all concerns through the appropriate channels
- Participate in training and other learning activities as required
- Undertake any other responsibility or activities that may fall within the grade and scope of the post as directed by the Head teacher/Office Manager

Appraisal

All employees will participate in the academy's arrangements for performance management, professional development and any other arrangements for quality assurance and internal verification.

Context

Sprowston Community Academy is committed to safeguarding and promoting the welfare of Students and expects all staff and volunteers to share this commitment. To engage with appropriate training opportunities to promote professional effectiveness in this role. Take on specific reasonable tasks related to the day to day administration and organisation of the school and any additional responsibilities which might from time to time be needed as required by the Head teacher.

All staff are part of a whole Academy team. Each individual is required to support the values and ethos of the academy and the priorities as defined in the Academy Improvement Plan. This will mean focusing on the needs of colleagues, parents and students and being flexible in a demanding environment.

Due to the nature of this job, it will be necessary for the appropriate level of Criminal Record Disclosure to be undertaken. It is essential 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 1074 (exemptions) (Amendments) Order 1986. Therefore, you are not entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act. Any failure to disclose such convictions will result in dismissal or disciplinary action by the Academy.

Review

This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post-holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post-holder's professional responsibilities and duties.

ACCEPTANCE

I acknowledge receipt of this job description of which this is a copy

Signature:.....Date:.....