

Job Description

Job Title	Receptionist & Welfare Assistant
Grade	Band 2 (to max)
Reports to	School Business Manager
Liaison with	Visitors, Parents, Pupils, Headteacher, School staff, Governors, External Agencies

Job Purpose	<ul style="list-style-type: none">• To provide an effective and friendly 'front of house' Reception service for the school, acting as first point of contact for parents, pupils, staff and visitors• To provide effective and efficient administrative and welfare support to the school and its pupils.
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Duties

Front of House

- To promote Moulsham Junior School as a welcoming, caring, and friendly environment by greeting visitors warmly
- To be the first point of contact for both telephone and face to face enquiries and take messages where appropriate
- To ensure school security arrangements are always complied with, including the issuing of visitor's badges and signing of the visitor's book, collecting identification etc
- To ensure all pupil 'late arrivals' are recorded accurately and timely with all information/concerns forwarded to the relevant staff within specified guidelines
- To provide hospitality for visitors to the school,
- To assist in arranging school visits for perspective parents
- To ensure deliveries are signed for and removed from the reception area
- To be responsible for arranging refreshments for meetings as required as well as maintaining stocks of refreshments and associated resources

Administration

- To be responsible for sorting and distributing of incoming/outgoing post
- To ensure links with parents and staff via parent mail are effective and accurate
- To maintain and update information of medical condition of pupils and ensure information is circulated to relevant staff
- To use word-processing facilities effectively to produce high quality correspondence for parents and stakeholders eg. trip letters, sports events, reminders
- To carry out duties relating to school clubs, ensuring letters for clubs are issued, slips are issued to children confirming whether or not they have successfully gained places and registers for each club are correctly maintained and updated
- To liaise with club organisers, ensuring that information regarding club cancellations is shared with the office staff and then Parents
- Maintain class register folders including, relay of messages
- Maintain Reception letter rack/display of all on-going letters, forms, paperwork

Welfare

- Responsible for care of children/staff who are hurt or unwell, including liaison with other staff and parents
- To administer first aid to pupils as required, in keeping with the school's policy and order first aid supplies as necessary
- To liaise with parents regarding pupils sickness/injury
- To assist with visits from nurse, dentist etc
- To assist with the general welfare of pupils
- To maintain levels of medical supplies for whole school use

General

- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
- To comply with individual responsibilities in accordance with the role, for health and safety in the workplace
- Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy
- To maintain and respect the need for discretion and confidentiality at all times.
- The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment
- The duties above are neither exclusive or exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade

PERSON SPECIFICATION
Admin/Clerical 'B' (Primary)

General heading	Detail	Examples
Qualifications & Experience	Specific qualifications & experience	Experience of administrative work in a busy school environment Educated to NVQ Level 2 or equivalent First Aid and/or well-being qualification will be required
	Knowledge of relevant policies and procedures	Knowledge of general school policies and procedures
	Literacy	Good reading and writing skills
	Numeracy	Ability to count and undertake calculations
	Technology	Ability to use photocopier Ability to use word processor and basic databases
Communication	Written	Ability to complete forms, write routine letter
	Verbal	Ability to exchange verbal information clearly and sensitively with children and adults
	Languages	Overcome communication barriers with children and adults
	Negotiating	Ability to consult with colleagues
Working with children	Behaviour Management	Understand and implement the school's behaviour management policy
	SEN	Understand and support the differences in children and adults and respond appropriately
	Curriculum	Understanding of the learning experience provided by the school in relation to the role
	Child Development	Understanding of the way in which children develop in relation to the role
	Health & Well being	Understand the importance of physical and emotional wellbeing Ability to support children who may be unwell
Working with others	Working with partners	Understand the role of others working in and with the school
	Relationships	Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults
	Team work	Ability to work effectively with other adults in the school Ability to work on own

	Information	Ability to provide timely and accurate information
Responsibilities	Organisational skills	Good organisational skills Ability to work accurately with attention to detail
	Time Management	Ability to manage own time effectively
	Creativity	Ability to follow instructions
General	Equalities	Demonstrate a commitment to equality
	Health & Safety	Basic understanding of Health & Safety
	Child Protection	Understand and implement child protection procedures
	Confidentiality/Data Protection	Understand procedures and legislation relating to confidentiality
	CPD	Demonstrate a clear commitment to develop and learn in the role Ability to effectively evaluate own performance