**Welfare and School Office Administrator**

**Line manager:** HR and Administration Manager

**Salary and hours**: 40 hours a week, term time only plus 10 days and inset days *(during key times of the year, including GCSE results, A Level results and the week before the start of the academic year)*

**Hours of work**: 8 – 5pm (this is subject to change depending on the school’s requirements. Lunch breaks are required to be flexible and may change to cover instances of staff absence and ensure sufficient cover in the admin team.

**Main purpose of job:**

* To be comprehensively trained to lead and meet the medical needs of the school’ students and stay abreast of students medical conditions, needs, creation of health care plans, medication, prescriptions and dissemination of information to staff and liaise with parents and families for up to date information
* Work closely with the school nurse following and updating policy and procedures, maintaining an effective medical and welfare service to pupils (and staff as required)
* To be responsible for all general school office duties including (but not limited to) school trips and visits risk assessments, student free school meal applications processing and updating of central school records
* To ensure all student information including photographs (this includes staff) are taken and up to date on the system
* To provide professional, high quality and effective support to the staff and students of the school

**Specific duties:**

**Medical room**

* Work within the school’s first aid and medicines policy and individual health care plans to administer medications to pupils or supervise the self-administration of prescribed medications ensuring details are logged and filed in student records electronically and manually to ensure all procedures are followed correctly and disseminate relevant information to all first aiders across the school as required
* Keep up to date record of all first aiders across the school
* Maintain the medical room as a safe, clean, free from hazard and comfortable environment
* To administer treatment (and/or medication as appropriate) to any student (or staff member) who attends the medical room and take appropriate action including logging of every medical event (treatment/medicines administered) on the school’s record system i.e. SIMS accurately, and in a timely fashion
* Understand basic legal and communication issues regarding child abuse, family abuse, substance misuse, and addictive behaviour and liaise with school’s Child Protection and Safeguarding Leads
* Contact parents and staff as appropriate for information or details and completion of relative forms and make referrals where CP concerns are detected and update accordingly on SIMS
* To collect and maintain all student and staff medication and prescription details including creation of individual health care and action plans with clear instructions on dosage, medication details, administration of medicine etc. Keep a central record of all students with medication and update display in staff room/SIMS with relevant information for easy access by staff
* Assist with the process of obtaining permission from parents/ responsible adults to administer prescribed medication. Confirm instructions are clear and work within the school’s medicines policy ensuring parents/carers obtain the headteacher’s permission for their child to bring medication to school by completing and signing relevant forms.
* To be pro-active in liaising directly with Heads of Year, form tutors and parents to obtain details of any students who are ill or injured and put together a health care plan which should be agreed and understood by the parents and Head of Year
* Deal quickly and calmly with any emergencies giving accurate information to the emergency services when required and ensure all instances are recorded. Accompany students/staff in ambulance if necessary and be responsible for contacting parents/carers and liaising with the SLT
* Know and understand the SEN and conditions of the pupils. Liaise with health professionals to obtain advice and information on specific medical conditions, where necessary
* Refer any queries or doubts regarding administration of medicines to the school nurse or Headteacher and discuss accordingly with the parent/carer or a health care professional.
* Ensure safe storage, rotation, routine disposal of vaccines and medications giving due regard to controlled drugs, medicines for use in emergency, medicines to be kept refrigerated etc.
* Ensure first aid kits around the school are stocked
* Ensure first aid kits are ready to be distributed for all trips and within required departments in the school
* Coordinate and assist with immunisation programmes e.g. HPV vaccinations
* Assist in raising awareness of health and well-being and in setting up displays and health care programmes as requested
* Be aware of statutory child health policies, and referral procedures
* Regular data collection to be undertaken to ensure all FSM, medical and allergies information for students and staff is correct and up to date across school systems

**School office duties**

* Ensure that all school trip/visit risk assessments are collected, checked for accuracy, logged and submitted to the borough as required. Liaise with relevant members of staff for missing information and update with progress where necessary, ensure headteacher has authorised before submission. Keep electronic and paper files up to date. Ensure students lists, medical information and emergency contact details are prepared and stored for easy access.
* Update current FSM entitlement as advised by LA (daily/weekly), provide advice and guidance to parents upon request of FSM application and process each application on the online Ealing system. Following application submission inputting and updating information onto SIMs in a quick and timely fashion.
* Analyse, update and evaluate data and produce reports as required
* Keep all fire drill registers for students and staff (fire packs) and plans up to date, including all housekeeping duties. Laise with fire wardens and the site team/Director of Finance & Facilities to ensure maps and all information is accurate and communicated to staff as per the fire Warden Fire policy
* Undertake word processing and operation of IT software as required including advanced applications (mail merge/tables/spreadsheets/databases/use of software packages for creative requirements e.g. leaflets, posters etc.
* Take minutes of all meetings as required including Y11 progress, HoDs meeting etc. on a weekly basis
* Ensure lost property is safely stored until collected, any property not claimed, parents to be contacted in first instance and then safely disposed of.
* To provide full admin support as required to the SLT and staff including with whole school events

**Other**

* Provide cover for Reprographics Assistance and School Administrators in case of absence when required and to support office members/colleagues as required in all areas.
* Assist with the printing and creation of all student and staff ID cards throughout the year
* To help coordinate school events liaising with staff members with information as required
* To undertake all reception duties as required including lunch cover and in the event of staff absence including managing of access control system, control of visitor parking, signing in all visitors, deliveries etc. and dealing with more complex reception matters.
* Send text messages, letters and perform data collections throughout the year

**General**

* To work collaboratively as a member of the School Office Team.
* To assist the Office Manager in support of School wide activities, e.g. the production of publications and dealing with queries and requests
* To play a full and active part in the life of the School Community
* To take ownership of various projects to meet the needs of the School in order to achieve project goals and assist the effectiveness of whole School administration.
* To support the safeguarding of students and staff.

*Whilst every effort has been made to explain the main duties and accountabilities of the post, each individual task undertaken may not be identified.*

*Employees will be expected to comply with any reasonable request from the Headteacher to undertake work of a similar level that is not specified in this Job Description.*

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications/Knowledge and Experience** |
| Degree Level [or equivalent] OR appropriate extensive experience equivalent | ✓ |  |
| Knowledge of information management systems and the associated legislation surrounding them |  | ✓ |
| Willingness to undertake further training as necessary or required | ✓ |  |
| Practical experience of working in a busy office environment | ✓ |  |
| **Professional Skills** |
| At least 2 years’ high level office experience |  | ✓ |
| At least 2 years’ high level office experience within a school or educational setting |  | ✓ |
| Ability to take clear and detailed minutes  | ✓ |  |
| Ability to formulate ideas and solutions and to present them clearly | ✓ |  |
| Excellent IT Skills – in particular, Microsoft Word, Excel, PowerPoint and Databases | ✓ |  |
| Excellent listening, written and verbal communication skills | ✓ |  |
| Excellent research skills | ✓ |  |
| Excellent organisational skills and experience of using, maintaining and developing administrative systems | ✓ |  |
| Ability to organise, deploy and motivate individuals and teams in order to manage a variety of competing priorities and deadlines | ✓ |  |
| To be able to think creatively and to anticipate and solve problems | ✓ |  |
| To understand the need for confidentiality and data protection | ✓ |  |
| Ability to establish effective relationships at all levels, dealing sensitively with people in order to minimise conflict | ✓ |  |
| Ability to manage and resolve conflict | ✓ |  |
| Ability to manage one’s own time effectively | ✓ |  |
| Ability to plan, organise and prioritise workload to meet deadlines | ✓ |  |
| Ability to enlist outside expertise and resources to enhance effectiveness | ✓ |  |
| Understanding of safeguarding | ✓ |  |
| Working as part of a team and on own initiative | ✓ |  |
| **Personal skills** |
| Flexibility to work varied hours as required throughout the year | ✓ |  |
| High expectations of self and others | ✓ |  |
| Work under pressure, maintaining a sense of perspective  | ✓ |  |
| Commitment, honesty and integrity | ✓ |  |
| Pro-active, organised and motivated  | ✓ |  |
| Passion, dedication, resilience and optimism | ✓ |  |
| An open mind and the ability to change and adapt | ✓ |  |
| The ability to see the bigger picture and understand whole school, local and national needs and priorities | ✓ |  |