



St Marys C E Primary School

Job Description – Welcoming & Welfare Officer

Overall Purpose of the Job

As our Welcoming and Welfare Officer you will need to be an excellent communicator, have a great telephone manner, good organisation and ICT skills and enjoy working as part of a team. You will also be the principal First Aider for the school.

The postholder must at all times carry out his/her duties with due regard to the Council's Customer Care, Equal Opportunities and Best Value Policies and incorporating the Council's Core Competencies.

Main Duties and Responsibilities

Reception

1. Monitor the entry of all persons/visitors to the school at the main entrance.
2. Greet all visitors in a warm and welcoming manner, dealing with all enquiries as appropriate or referring queries to the relevant person.
3. Ensure that an appropriate form of identification has been given to all parents/visitors/supply staff in line with safeguarding policies.
4. Answer the telephone/answerphone and direct calls accordingly
5. Ensure accurate attendance data is recorded each day using SIMS.
6. Ensure a record is kept of pupils arriving or leaving the building outside normal registration periods.
7. Receive changes of details from parents and pupils and pass to the appropriate personnel, updating SIMS where necessary.
8. Provide timely and effective operation of secretarial and administrative support to the Headteacher, Deputy and other members of the Leadership Team in accordance with good secretarial practice.
9. Assist the School by maintaining good relationships with staff, parents, governors, contractor's representatives and external agencies in order to promote the objectives of the School.
10. Open, sort, log and distribute incoming mail.
11. Any other duties relevant to the post as requested by the Headteacher or SLT.

Welfare Support

1. To provide first aid care and maintain clerical records of minor/major injuries for the children and staff.
2. Taking care of children who are unwell or have accidents at school, administering first aid, notifying parents as necessary and accompanying children home or to hospital if required.
3. Dealing with children who soil or dirty clothes, washing and changing them and keeping a stock of clean clothes.
4. Keeping a record of any accidents, filling in accident forms and despatching them to the necessary establishments and keeping the Headteacher informed.
5. Keeping a record of any illness or distress and how it was alleviated.
6. Offer emotional support to children when required.
7. Keeping medicines and special records for long term conditions such as asthma.
8. Liaise with school nurse and organise medicals, eye and hearing tests etc.
9. Ordering and keeping first aid stock.
10. Staying with children not picked up on time and contacting their parents.

Support for the whole school

1. Arrange and administer all school clubs liaising with relevant parties, organising space, ensuring safeguarding standards are met for visiting instructors.
2. Log and manage medical incidents.
3. Manage office stationery and other orders.
4. Arranging Year group trips, events, workshops, sporting activities etc including booking transport, venues, letters to parents and collecting payment via ParentMail+Pay, ensuring appropriate permissions have been obtained and risk assessments approved.
5. Distribute letters to the school population.
6. Manage daily registers, produce weekly attendance reports for the Headteacher and liaise with the Education Welfare Officer.
7. Update files and folders on a regular basis, ensuring secure storage of confidential documents in accordance with retention of document information guidance.
8. Co-ordinate before and after school clubs and classes, including permissions and payment collection in conjunction with internal and external providers.
9. Complete miscellaneous duties with regard to school functions/concerts, including sending out invitations, tickets and the sale of such to pupils, parents and visitors.
10. Other aspects of this post may vary from time to time, as required by the Headteacher, or other delegated persons of responsibility without changing their general character or the level of responsibility entailed.

General support and other duties

1. Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
2. Contribute to the overall ethos/work/aims of the school.
3. Establish constructive relationships and communicate effectively with the whole school community.
4. Participate in training and other learning activities and performance development as required.
5. Recognise own strengths and areas of expertise and use these to advise and support others.
6. Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
7. Be mindful and supportive of the values of the school and contribute to the overall ethos and aims of the school.
8. Be aware of and comply with policies and procedures relating to Child Protection, Health & Safety, Confidentiality and Data Protection, reporting all concerns to an appropriate person.
9. To participate in the appraisal process and to engage with professional development (CPD) and other forms of training and support.
10. To liaise with other local schools/SIMS user groups to keep up to date.
11. Ad hoc leavers administration including liaising with new school, sending of electronic files , CAF referrals to the local authority and liaison with the Educational Welfare Officer and Inclusion Manager where necessary, sending paper files securely through the postal system and updating SIMS and ParentMail systems.
12. Word process/replicate various documents, including those of a confidential nature.
13. Other aspects of this post may vary from time to time, as required by the Headteacher or other delegated persons of responsibility without changing their general character or the level of responsibility entailed.

Signed:

Welcoming & Welfare Officer

Date:

Signed:

Headteacher

Date: