

STUDENT RECEPTIONIST – Job Description

POST:	Student Receptionist
RESPONSIBLE TO:	Operations Manager
GRADE:	Support Staff Pay Scale 4-7 plus Local Government Pensions Scheme
KEY RELATIONSHIPS:	Academy Leadership Team; relevant teaching and support staff; LA representatives; partner professionals; parents; local community; hub council; other Oasis Academies and Oasis Community Learning central staff.
LOCATION:	Oasis Academy Arena
WORKING PATTERN:	37 hours per week, term-time only (39 weeks)
DISCLOSURE LEVEL:	Enhanced DBS

THE ROLE:

The role of Student Receptionist is a vital part of the administration team supporting the smooth running of all academy activities. The role will require adaptability, covering our student reception, supporting with administration, and providing a first aid response for students including giving out medication as directed.

KEY RESPONSIBILITIES:

- Undertake student receptionist duties including:
 - Dealing with student enquiries e.g., collection of consent forms, printing timetables, dealing with basic uniform issues.
 - Answering queries from parents, students, and other stakeholders over the telephone and in person
 - Refer students to the pastoral team as necessary.
 - Provide an effective first aid response for all incidents.
 - Organising vaccinations and liaising with external agencies.
 - Undertake and complete student risk assessment after accident or injury upon return to the academy.
 - Complete Student Health Care plans with parents, students, and other Health Care professionals and share relevant information with staff.
 - Administer student medication as directed.
 - Ensure knowledge of medical conditions for academy students is kept up date through appropriate CPD and share with academy staff.
 - Liaise with appropriate colleagues over cashless catering.
- Conduct administrative duties for:

<ul style="list-style-type: none"> • Parent communications • Rewards • Sanctions • Lost Property • School Photographs • Student Reports • Sports Days • Confiscations • Detentions 	<ul style="list-style-type: none"> • Tutor Notices • Exams • Attendance and punctuality • Admissions • Behaviour system and on-call
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ADDITIONAL RESPONSIBILITIES:

- 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.
- Attend, note take and participate in relevant meetings as appropriate.
- Other duties as reasonably required.

GENERAL:

- To work to the best of ability, to be diligent, honest and ethical in the performance of duties and to conduct personal and professional life in a way which seeks to uphold the Oasis Ethos and the Oasis 9 Habits
- To effectively contribute to our organisational commitment to excellent education at the heart of our communities.
- To be aware of and understand our Equality and Diversity Policy and ensure at all times that the duties of the post are carried out in accordance with the Policy.
- To ensure compliance with all Health and Safety legislation and associated codes of practice and policies.
- Review and develop own professional practice, maintain effectiveness as a member of the academy staff by taking responsibility for own continuing professional development.
- Demonstrate a willingness to engage with further training and other opportunities to gain appropriate skills, knowledge and vocational or academic qualifications.
- Responsible, as a member of staff, for promoting and developing a positive culture and to ensure diversity within the Academy community is recognised and respected.
- Contribute to the development of the Academy's vision, values and aims and to abide by agreed professional behaviours and attitudes.

OTHER:

- To undertake other various responsibilities as directed by the line manager and Principal.
- The person undertaking this role is expected to work within the policies, ethos and aims of the Academy and to carry out such other duties as may reasonably be assigned by the Principal. The post holder will be expected to have an agreed flexible working pattern to ensure that all relevant functions, including extra-curricular activities, are fulfilled through direct dialogue with employees, contractors and community members.
- The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.
- The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.
- The post holder will be subject to performance objectives agreed annually with the relevant body and these objectives will be reviewed annually.
- The successful applicant will participate in training and other learning activities as required.

SAFEGUARDING CHILDREN

Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.

Employee:		Line Manager:	
Print Name		Print Name	
Date		Date	

STUDENT RECEPTIONIST - Person Specification

Our Purpose

Oasis Academies exist to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

Oasis Community Learning Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. For further information, please refer to the Oasis Community Learning Purpose, Ethos and Values document which accompanies this job description.

	Essential	Desirable
Qualifications and skills	<ul style="list-style-type: none"> • Computer skills (Outlook, Word, Excel) • A good level of spoken and written English • Willing to train as a first aider 	<ul style="list-style-type: none"> • Bromcom database knowledge (desirable, however training will be provided). • Qualified first aider (desirable)
Experience, Skills and knowledge	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • A sense of humour and a can-do attitude • Excellent organisational skills, having the ability to multi-task and cope with the pressures of being on the student reception. • Team player with a positive and enthusiastic approach to work. • Excellent telephone manner. • Professional approach and friendly demeanour. • To be able to promote good practice and be willing to share this with others. 	<ul style="list-style-type: none"> • Relevant experience of working in school or academy office environment • Accurate fast word processing (60 words per minute)
Personal Qualities	<ul style="list-style-type: none"> • Ability to work effectively with a range of people – staff, students, parents, outside agencies • Ability to prioritise work and deliver to tight deadlines • Ability to work independently and as part of a team • Ability to interpret and follow procedures • Ability to maintain confidentiality • Ability to reflect • Ability to form and maintain appropriate relationships and personal boundaries with children • Emotional resilience in working in a range of challenging situations • Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos 	