
The Cedars Primary School

Job Description

Clerical & Welfare Assistant

Grade: Scale 5

Hours of Work: 32.5 hrs per week
8:30 am-3:30 pm (with a 30 min unpaid lunch break)
39 weeks per year (term-time plus 5 INSET days)

Responsible to: School Business Manager

Main purpose of the job

To work alongside the Admin & Attendance and Family Liaison Officer to assist the School Business Manager to provide efficient and accurate administration support of the school's daily functions.

To provide high-quality welfare and first aid support to students and staff, ensuring the health, safety, and wellbeing of the school community.

Main responsibilities and tasks

General administration

- Update manual and computerised record/information systems
- Update and maintain the school calendar
- Assist with managing the school's email inbox, ensuring that emails are forwarded to the relevant staff member as necessary
- Manage and organise completed forms from parents and carers
- Report any issues with the school's IT systems
- Provide administrative support to staff as needed
- Book training courses for all staff; keep staff professional development (CPD) records updated
- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Carry out filing, printing and photocopying.
- Maintain the operation of the printers and photocopier to ensure it's ready to use at all times, resolving any issues as necessary

- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Arrange and organise school trips, including booking venues and transport; writing and sending letters to parents, ensuring consent has been received; ensuring risk assessments are completed and signed off; arranging trip insurance
- Keeping the school inventory up to date
- Ensure school policies are updated promptly and maintained within the school system in an organised and efficient manner.

Reception

- To provide a professional front of house service to all visitors to the school and ensure that the school's image and reputation is projected correctly
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Seek support from other colleagues where necessary to respond to complex enquiries
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Assist staff and pupils with the information and support they need
- Maintain high standards when managing confidential information, complying with the school's data protection procedures and legal requirements at all times.
- Be responsible for monitoring and ordering the staff supplies of tea, coffee etc.

Safeguarding

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Report any safeguarding concerns following the correct safeguarding procedures
- Comply with policies and procedures covering child protection, health, safety and security.
- Contribute to safeguarding the welfare of children in the school.

Written communication

- Write and send email responses that are professional and uphold the school's vision and values
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to parents, staff and other stakeholders
- Assist with marketing and promoting the school

Finance

- Manage and maintain the school's ParentPay account, ensuring all payment items, trips, meals, and events are accurately set up and updated.
- Provide support to parents and carers with account access, payment queries, and technical issues related to ParentPay.
- Monitor outstanding balances and assist with communicating payment reminders where necessary.

Welfare and Medical

- Willingness to obtain a first aid qualification if required
- Organise and oversee the distribution of children's medication to classes, e.g. ADHD medication, insulin and Epi-pen. Contact parents when medication supply is running low
- When trained and if other qualified first aiders are unavailable administer first aid to pupils and staff in accordance with school policies and procedures.
- Maintain accurate, confidential, and up-to-date welfare records in line with school policies and safeguarding procedures
- Monitor records made by others of incidents, treatments, and follow-ups within the school's medical reporting system to ensure these are accurate
- Oversee the medical room ensuring it is kept clean, tidy and fully stocked with the necessary equipment and medical supplies.
- Re-order medical and welfare supplies as necessary, monitoring the welfare supplies budget.
- Provide medical packs for school trips, signing the medical packs in and out, replenishing their contents as and when required.
- Be aware of the location of all first aid boxes, bum bags, asthma pumps and epipen boxes across the school and ensure the necessary items are in date, restocked and audited when necessary.
- Report serious incidents to the LA
- Liaise with School Nurse team and any other external health care providers eg: Flu nasal spray, hearing clinic etc. Running any necessary reports and uploading in a secure manner.
- Support students and staff with ongoing medical needs (e.g., medication, care plans, chronic conditions). Circulate the information to relevant parties
- Provide a calm, caring presence for students experiencing emotional or physical distress.

Other Duties

- Arrange any hospitality requirements and meeting room facilities as and when directed
- Attend appropriate professional development courses
- Any other duties that the Headteacher may request

<u>School Standards</u>

Equal Opportunities

The school has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote its policy in their own work. The Cedars Primary School is an Equal Opportunities employer. We welcome applications from all sections of the community, irrespective of race, age, colour, gender, sexuality or disability.

Health and Safety

The school is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.

Confidentiality / GDPR

The school is committed to maintaining the privacy of all its staff, pupils and stakeholders. It expects all staff to handle all individuals' personal information and confidential school information in a sensitive and professional manner, including at the point of disposal of data and data storage devices.

All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have. All staff must comply with policies regulating the proper use of computers, email and the internet and processing information in accordance with GDPR.

Safeguarding / Child Protection

The school is committed to maintaining appropriate professional standards at work and safeguarding children. It expects all staff to familiarise themselves with and adhere to the Staff Handbook and Code of Conduct and all safeguarding and child protection guidance, policies & procedures.

Additional Information

The successful candidate will demonstrate a strong commitment to the school's SEMH context and the importance of relational practice in supporting pupils, families and staff.

Signed : Postholder

Date:

Signed : Line Manager

Date:

Person Specification

School Clerical & Welfare Assistant

Scale 5

	Essential	Desirable
1. Skills & Knowledge	<ul style="list-style-type: none"> • Good general level of education, particularly in numeracy and literacy • High level of computer literacy especially MS Word and Excel • Accurate typing skills and high levels of presentation • Good interpersonal skills and a clear and effective telephone manner • Good organisational skills and ability to prioritise workload • Ability to work under pressure and to meet deadlines • Understanding of data protection and confidentiality • Understanding of safeguarding 	<ul style="list-style-type: none"> • Knowledge of SIMS software • Knowledge of ParentPay • First aid qualification
2. Experience	<ul style="list-style-type: none"> • Experience of providing effective administrative support either in a school or general office environment • Experience of working with a range of professionals, both face to face and on the phone • Experience of working to deadlines 	<ul style="list-style-type: none"> • Experience of working in a school environment
3. Personal Qualities	<ul style="list-style-type: none"> • Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils • Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school • Ability to work under pressure and prioritise effectively • Commitment to maintaining confidentiality at all times • Commitment to safeguarding and equality 	

	<ul style="list-style-type: none"> • Embraces change well • Deals with difficult situations effectively • Well organised with good time management • Ability to build effective working relationships with colleagues • Ability to communicate well with adults and children • Warm and approachable disposition • Ability to work as part of a small team and on own initiative • Ability to multi-task and be flexible • Calm, professional and diplomatic with a sense of humour 	
4. Other Factors	<ul style="list-style-type: none"> • Understanding of Hounslow's Equal Opportunities Policy • Understanding of GDPR requirements and confidentiality issues 	<ul style="list-style-type: none"> • Understanding of nature of special education: SEMH, ASD, ADHD