

**THE BISHOP OF WINCHESTER ACADEMY
JOB DESCRIPTION- SUPPORT STAFF**

**Section One
General information**

Post Title	Student Support Services Assistant: Reception
Post Holder:	
General Duties:	<p>All academy post-holders are expected to support the sponsors' vision, Christian Ethos and values that are embedded in the day-to-day and long-term running of the academy. Each post holder must share the commitment of the sponsors' principles and values of honesty, respect, hospitality, compassion, love, forgiveness, self-discipline, creativity and hope.</p> <p>All academy post-holders are expected to contribute to the development of young people, and contribute to the overall ethos, work and aims of the Academy.</p> <p>Team Focus: Work as part of a team of Student Support Service Assistants.</p> <p>To act as an effective and efficient support to the staff within the academy, and to provide support as required for other team members.</p> <p>Provide information to parents and visitors regarding any events or clubs outside the core curriculum.</p> <p>Attend events such as Open and celebration evenings and any other events where support is required.</p> <p>Administration Assisting in the smooth and efficient running of the school's reception area.</p> <p>To be support for all administration regarding all major events, i.e. Transition, Induction evenings and Open evening.</p> <p>Assisting in promoting high levels of attendance and punctuality by students and to maintain records both manual and electronic relating to these areas.</p> <p>Provision of efficient and accurate clerical support to the school's administrative function.</p> <p>Undertaking general office, reception and administrative duties as required.</p> <p>Fulfilling the school's mission: TBOWA ensured all students fulfilled their academic and personal aspirations and became successful and engaged citizens.</p> <p>Make daily amendments to the Digital signage in the reception area.</p> <p>To regularly update the website with parental letters and other information as required.</p>

Ensure high quality communication between TBOWA and its parents by supporting the other staff in the preparation and distribution of letters, documents and newsletters.

To support and present the corporate image of the academy.

Reception

Be the first point of contact for all visitors to the school and to courteously welcome and receive visitors / callers to the school, e.g. parents / carers, professionals from outside agencies.

Establish and maintain good relationships with all students, parents / carers, colleagues, suppliers, contractors and other professionals.

Oversee the office email messages, answering and referring as necessary.

Maintain a good and informative waiting environment in the reception area of the school including displays, photographs and reference material.

Organise and put in place contingency plans in liaison with the line manager to meet the needs of the school office in the case of emergencies such as absence, power cuts, equipment failure, transport strikes, school closures etc.

Provide information to the public and prospective students.

Be responsible for the circulation of incoming mail and ensure all out going post is franked and ready for collection each day, taking appropriate action as necessary.

Signing in and out procedures for all staff and visitors in accordance with the Academies safeguarding and health and safety procedures.

Deals with enquiries as required, maintaining security, data protection requirements and confidentiality.

Answer incoming and internal switchboard calls, dealing with requests and enquiries and taking messages as required.

Ensure all messages on the answering machine are dealt with as appropriate and in a timely manner.

Accept deliveries to the school as per procedures and make arrangements for appropriate distribution.

Assist with the smooth operation of school admissions e.g. giving out application forms and dealing with generic enquiries.

Appropriately deal with students that are feeling unwell or have been injured and those required to leave school for medical appointments.

Provide an effective first aid service, when required, to students and school visitors in school as required and ensure that the school meets its legal requirements under the Health and Safety at work Act including;

- Making accurate and appropriate recordings of all first aid cases
- After making an initial evaluation and assessment, dealing with and recording minor first aid incidents
- Contacting parents as required
- Attending appropriate training when required and ensuring you hold a valid first

- aid qualification while working as part of the first aid team
- Liaising with the ambulance service, other emergency services and parents / guardians as necessary

Contribute to the evaluation and development of administrative systems and procedures.

General

Undertake responsibility for all necessary administration relating to all areas within the post holder's remit.

Process, input and extract data held on the school's database systems.

Maintain both manual and computerised record and filing systems in line with requirements.

Ensure compliance within the school of data protection regulations.

Assist in escorting students on educational visits and to participate in extra-curricular activities as required.

Assist in school emergencies as required, including locating relevant staff, contacting emergency services and completing necessary documentation.

Attend relevant meetings and training sessions.

Invigilate school and public examinations and tests as required.

Cover for absent colleagues as directed.

Keep abreast of developments and changes in fields relevant to role and communicate to staff as required.

Assist in such duties and activities relating to any of the above areas appropriate to grade as the Principal, ALT and Governors shall from time to time reasonably require.

Safeguarding

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

This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.

	This job description is not necessarily a comprehensive definition of the post. It will be revised at least once each year, but may be subject to modification or amendment at any time after consultation with the holder of the post.
Reporting to:	Head of Administrative Services
Responsible for:	Promoting inclusion by providing a high standard of efficient and effective Student Support Service to Senior Leaders, Heads of Year and staff ensuring high quality administration services are delivered. Supporting student welfare needs and liaise effectively with all stakeholders. With a specific focus on promoting a professional marketing image.
Liaising with:	PA to the Leadership Team, Student Support Services team, Facilities team, external agencies as appropriate, students, staff and parent / guardians / carers.
Nature of Contract:	Standard Terms and Conditions of Support Staff
Salary Scale:	
Disclosure Level:	Enhanced
Section Two Professional Duties and Responsibilities	
Ethos	All academy post-holders are expected to support the sponsor's vision, Christian Ethos and values that are embedded in the day-to-day and long-term running of the academy. Each post holder must share the commitment of the sponsors' principles and values of honesty, respect, hospitality, compassion, love, forgiveness, self-discipline, creativity and hope.
Self-Development	<ul style="list-style-type: none"> • To continually seek development opportunities to improve personal performance • Vice Principal is advised of training needs. • Development opportunities are sought/acted upon.
Attitude	<ul style="list-style-type: none"> • To act as a professional and positive ambassador for the academy in order to support the academy's mission and profile • Positive/constructive feedback from parents/students/visitors/colleagues/supporters will evidence supportive attitudes • Level of self-motivation and encouragement of others. Support development of the academy ethos, contribute positively towards the development of specialisms.

Policy promotion	To actively promote the academy's Equal Opportunities, Health and Safety, Data Protection policies, to ensure that the academy operates effectively, fairly, and in line with legislative requirements at all times.
Safeguarding	To adhere to and follow the academy's Safeguarding procedures in order to protect the safety of all children.
Confidentiality	To ensure confidentiality of the academy's activities is maintained in order to protect the integrity of the organisation and its people.
Flexibility	To carry out such other duties as may reasonably be required from time to time to meet the evolving needs of the organisation.
Additional Notes	<p>Whilst every effort has been made to outline the main responsibilities of the post each individual task undertaken may not be specified. Employees are expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.</p> <p>The Academy will endeavour to make any reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.</p> <p>This job description is current but in consultation with you may be changed by the Academy Leadership Team to reflect or anticipate changes in the job commensurate with the grade and job title.</p>

The Academy reserve the right to amend this document as necessary, after consultation with the individual concerned, in order to reflect changes in organisational requirements and ensure that the future goals of The Bishop of Winchester Academy are successfully achieved.