

## **Role Profile: Milbourne Lodge Office Secretary & First Aid Coordinator**

**Hours: 8.30am – 5.30pm**

**Contract: Permanent Term Time plus (41 weeks per year)**

### **Purpose**

The Office Secretary is responsible for the smooth running of the school office and providing high quality administrative and secretarial support for the school. The role is responsible for communicating with parents on a timely and professional basis. The role has a focus on ensuring operational processes and efficiency as this is a key area to support the school. As well as running the school office, a vital part of this role is delivering excellent customer service; ensuring the reception area is well managed and school visitors are professionally received and managed through the day. This role will also need to ensure compliance with the staff, parents and third parties who come into the school.

### **Key Accountabilities**

Provide effective and efficient administrative support for the smooth running of the school, including secretarial support to all staff.

#### **Administrative Duties**

- Administrative and secretarial support relating to all aspects of School communications to parents on behalf of Teaching Staff.
- Responsible for the setting up and updating of Cognita Connect for the booking of all clubs and wraparound care.
- Liaise with external club providers and produce club lists on a termly basis.
- Ensure club bookings are paid for and liaise with the Finance Manager as appropriate.
- Maintain school registers am and pm /lunch registers and all club registers for club users.
- Maintain the pupil database particularly in relation to pupil medical / health and dietary needs.
- Arrange and book school trips including educational visitors to school, liaising with staff over pupil numbers and timings.
- Arrange and book school coaches for Trips, PE Fixtures and other such school visits. Liaise with the Finance and Operations Managers to ensure the most efficient and cost effective options are used.
- Update and manage registers /risk assessments for H2S bus. Liaise with the Bus company on a daily basis. This may occasionally involve pupil supervision if the bus is delayed beyond end of day.
- Attend inset meetings and staff meetings and training courses as required.
- Ensure all Peripatetic staff & visitors sign in with lanyards or (as per policy).
- Any other administrative duties as required. Customer service and Communications



### **Customer service and Communications**

- Provide a professional and welcoming first point of contact for all visitors to the school.
- Provide excellent customer service for all stakeholders, at all times.
- Ensure that the reception area/entrance foyer is kept neat and tidy at all times and provides a welcoming space for visitors.
- Liaise with SCR champion and be aware of rules for visitors and compliance.
- Safeguarding Responsibilities Person Specification
- To act in a professional manner at all times.
- To act as a key ambassador for the school and provide a first-class customer experience for all stakeholders.
- To be an adaptable, supportive, vigilant, positive and willing member of staff.
- To be a team player.
- Manage correspondence from parents, staff, pupils and others as directed by the Head and to treat such matters with confidentiality and sensitivity.
- Answer internal and external telephone calls, emails, Cognita Connect messages and manage all incoming queries.
- Communicate with parents using emails/ Telephone/other as necessary & Cognita Connect app.

### **First Aid and Medication**

- Assuming responsibility for ensuring that proper provision is made for any child in the school who feels unwell, or who requires ongoing medical support due to longer term illnesses or conditions.
- The assessment of injury and illnesses which occur at school and communicating with parents and medical support services where necessary.
- Control and administration of all prescribed and over the counter medicines brought into school as authorised by parents always ensuring safety of other students.
- Leading the coordination and delivery of student immunisation programmes.
- Ensure that students with individual medical requirements such as allergies, asthma, diabetes, mobility restrictions etc have been correctly risk assessed and that recommendations and actions are communicated accurately and appropriately to all relevant staff and third-party support workers e.g. catering staff.
- Liaise with Operations Manager to enable the safe and successful return to school of students who may require additional support, including creation of Personal Emergency Evacuation Plans (PEEPs) or arranging temporary relocation of classroom settings.
- Building open and collaborative relationships with parents of students with medical conditions.
- Briefing staff responsible for leading school trips of all kinds on the specific requirements of the students who will be in their care and ensuring that they are adequately equipped to deal with any situations which may arise relating to their medical needs, including provision of medicines and first aid resources.
- Maintaining adequate written and electronic databases relating to medical incidents, treatments received or known medical requirements.
- Ensuring that all risk assessments and health care plans are accurate and up to date at all times.
- Coordination of staff first aid and other related training as required.
- Regular review communication of all policies and procedures related to our first aid provision.

## Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

## Person Specification

- To act in a professional manner at all times.
- To act as a key ambassador for the school and provide a first-class customer experience for all stakeholders.
- To be an adaptable, supportive, vigilant, positive and willing member of staff.
- To be a team player.

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Customer service focused</li> <li>• Highly motivated, capable of working on own initiative</li> <li>• Excellent communication and interpersonal skills</li> <li>• Adaptable – prepared to take on new tasks</li> <li>• The capacity to remain calm under pressure</li> <li>• Well organised with effective time managements</li> <li>• Discretion and confidentiality</li> <li>• Ability to use Word, excel, Outlook and Publisher</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of school MIS systems</li> <li>• Familiar with Teams</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level (or equivalents) in English and Maths.</li> <li>• First Aid qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Administration and Business qualification</li> <li>• Paediatric care</li> </ul>
<b>Experience</b>	<p>Previous customer service experience</p> <p>Experience of working in a fast-paced environment</p> <p>Experience of managing and delivering first aid</p>	<p>Previous school experience</p> <p>Previous transport experience</p> <p>Experience with Systems such as Medi Tracker / ISAMS to maintain accurate pupil database records.</p>
<b>Other</b>	<p>Ability to embrace school community and live out our ethos and values</p>	



**Key Stakeholders:**

**Internal – Head, staff, current parents and pupils, Cognita Head Office staff**

**External – Prospective parents and pupils, suppliers and peripatetic staff and club providers**

**Signed:** .....

**Name (print):** .....

**Date:** .....