

HaileyburyTurnford

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Job Description

Job Title:	Senior Receptionist and Medical Officer
Salary Scale and Range:	H5 SCP 9 - 14 Monday to Thursday 8.15am – 4.15pm. Friday 8.15am – 3.45pm. (37 hours per week, term time only)
Responsible to:	Executive Assistant to the Principal & Vice Principals & Administration Team Manager
Job Purpose:	To provide operational supervision of the Reception and Medical team. To ensure an efficient, welcoming, safe and professional service to students, families, staff and visitors.
Main Responsibilities:	- Supervise the day-to-day operation of Reception and Medical, allocating and monitoring work, coordinating cover when necessary, setting immediate priorities and ensuring effective handovers. - Lead the implementation and review of consistent procedures, checklists, service standards and records; identify and implement agreed improvements to efficiency, responsiveness, accuracy and confidentiality. - Supervise supportively and collaboratively, recognising the expertise and professional judgement of experienced Reception and Medical colleagues while ensuring clear accountability and consistent standards. - Take appropriate operational decisions, keeping the Administration Team Manager informed through regular concise updates. - Provide a professional, friendly first point of contact for visitors, parents, students and staff; answer calls, manage voicemail, enquiries and general school email. - Oversee visitor sign-in/out and identity checks in accordance with safeguarding and site-security procedures; support the management of access gates as authorised. - Ensure late-arriving and departing students are recorded accurately in conjunction with the Attendance Administrator in Class Charts and relevant colleagues. - Coordinate incoming and outgoing post, messages, routine correspondence, student and parent enquiries and administrative support, including liaison with school counsellors. - Help maintain accurate student contact and administrative records and support school communications through approved channels. - Ensure all students are kept safe and follow correct safeguarding procedures. - Complete and maintain First Aid at Work training and provide first aid within the limits of competence, school policy and emergency procedures; summon emergency services and escalate when appropriate. - Support with students who become unwell or injured and with appropriate communication to parents/carers and relevant staff.

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	• Coordinate administrative monitoring of individual healthcare plans, medical alerts and medical information, ensuring changes are verified and shared with authorised staff. • Support safe arrangements for storage, expiry checks, consent and recording of medicines in accordance with school policy. • Maintain accurate accident, first-aid and medical records and support statutory reporting, including RIDDOR where applicable, through the designated reporting process. • Help organise school nursing liaison, immunisation programmes, medical information for trips and first-aid kits. • Monitor training records and renewal dates for first aid and other relevant medical training; assist with drills, emergency preparedness and allergy/anaphylaxis procedures. • Ensure effective handovers and accurate, timely updates to SIMS/Class Charts and approved medical record systems. • Maintain calm, sensitive and professional communication, particularly when dealing with distressed students, families or urgent incidents.
Ethos	• Assist in ensuring good behaviour and an excellent ethos out of class; • Assist in activities designed to promote the school and its reputation; • Undertake statutory duties as published by the school.
	Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not have been identified; therefore employees will be expected to comply with any reasonable request from a manager, including ad hoc projects, to undertake work of a similar level that is not specified in the job description. The job description is current at the date shown, but, in consultation with you, may be changed by your line manager or the Principal to reflect or anticipate changes in the job commensurate with the grade and job title. The job description will be reviewed and updated annually as part of the staff appraisal process.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. An enhanced DBS check is required for all staff.

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Person Specification

To be read in conjunction with the Senior Receptionist and Medical Officer Job Description

Job Title:	Senior Receptionist and Medical Officer
Knowledge, Understanding & Skills	IT skills – Microsoft word, publisher and excel. Ability to interact with a cross section of people. Ability to organise a varied and demanding workload. Ability to work with a team of staff.
Experience	Experience of working in a busy, diverse role and under pressure Experience of working in a school is desirable. Experience of working as a medical officer is desirable Experience of leading a team.
Personal & Leadership Qualities	An enthusiasm for the job. Commitment, energy, creativity and imagination. A capacity for hard work. A positive approach and attitude to change. An ability to work effectively as part of a team, maintaining positive professional relationships with colleagues.