



## Job Description: First Aid Coordinator & Customer Support

<b>Pay range:</b>	C1
<b>Line Manager:</b>	Operations Director & Finance Manager
<b>Responsible for:</b>	First Aiders
<b>Hours of work:</b>	13 hours per week – TTO + 5. Flexibility is required as occasionally evening and / or weekend working may be required

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### Main purpose

To be responsible for day-to-day management of the school's First Aid provision, ensuring compliance and best practice is applied in supporting staff and students.

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### First Aid Coordination

1. To have an operational oversight of the school's First Aid provision
2. To ensure first aid records on the school's tracking system are up to date and accurate.
3. To liaise with relevant teams across school in advising on best practice in supporting students with their first aid needs
4. To advise the Operations Director on staffing levels for First Aid for school events such as Open Day, School trips and other relevant items within the school calendar.
5. To liaise with external agencies and companies regarding care plans for students and their first aid needs
6. To ensure the school's internal accident management system to effectively capture all first aid incidents
7. To monitor the health and medical requirements of known students across school, ensuring IPRA's are up to date. Including the completion and review of IPRA's as and when required.
8. To update parents and carers as and when necessary, on their child's medical needs/plans in school. Including but not limited to, advising parents of fitness to remain in school.
9. To manage student first aid visits, including but not limited to tracking and reporting of trends that pertain to absence or safeguarding
10. To coordinate the school's First Aiders, including identifying & booking of training as and when required. This is to be overall managed by the Operations Director.
11. To ensure school systems (SIMS/PARS) reflect First Aid records.
12. To signpost students to appropriate sources of medical assistance/advice e.g., pharmacists.

13. To order and monitor stock of the school's first aid supplies, including student medical equipment such as inhalers, EpiPens, dressings and other relevant equipment
14. To ensure first aid supplies are in date, and prepped for access by the First Aiders.
15. To advise SLT on notifiable illnesses, reporting to LCC where appropriate
16. To liaise with the Operations Director on accident reporting for relevant reports, highlighting trends and themes within the first aid provision
17. To support the Operations Director in ensuring school policies in relation to First Aid and Health and Safety are reviewed and up to date.

### **Customer Service Support**

1. To support the customer service's team, with the effective delivery of the customer service and administrative functions within school to meet the needs of the organisation.
2. To act as back-up front of house customer service support as and when required
3. Communicate with students, parents/carers and internal and external customers to a very high standard to ensure that concerns are dealt with as effectively and efficiently as possible, with customer satisfaction being a clear priority.
4. To support the customer service's team in creating a pleasant reception environment as a first point of contact for parents and visitors to the school
5. An ability to multitask and prioritise a conflicting workload
6. To deal with queries and provide information about the school and school activities for parents, and visitors, both in person and by telephone
7. To support the customer services team in monitoring and co-ordinating on call radio requests
8. An ability to deal with a large volume of incoming telephone calls with sensitivity and confidence, using initiative as required
9. Ensure all visitors sign into school in accordance with the school's procedures, providing them with a visitors badge
10. To support the customer service's team in ensuring excellent hospitality of visitors whilst in the reception area
11. Effectively contribute to the smooth and efficient operation of all aspects of the main school office
12. To support the customer service's team in ensuring the appearance of all main school office and visitors' areas are clean and tidy
13. Communicate with students, parents/carers and internal and external customers to a very high standard to ensure that concerns are dealt with as effectively and efficiently as possible, with customer satisfaction being a clear priority.

### **Other Responsibilities**

1. To participate in professional and personal development programmes as required, including training and performance review.
2. To contribute to the administration team ethos through demonstrating a flexible approach to undertaking tasks and responsibilities.
3. To contribute to the overall ethos/work/aims of the school.
4. To be aware of, and comply with, policies and procedures relating to child protection and safeguarding, reporting any concerns to a designated person.
5. To be aware of, and comply with, health & safety; security; confidentiality and data protection policies and procedures reporting all concerns to an appropriate member of senior leadership team.
6. To support the School's Equality and Diversity Policy.
7. To appreciate and support the work of other professionals.
8. To undertake any other duties commensurate with the grade of the post.

Our school is committed to safeguarding and promoting the welfare of children and upholding fundamental British values and expects all staff and volunteers to share this commitment. The appointed candidate will be subject to a Disclosure Barring Service Check.

We seek to promote diversity and equality of opportunity. This includes gender, race, marital status, age, disability, sexuality, religion or faith. We also promote and practice the key Fundamental British Values to both staff and pupils.

## Person Specification: First Aid Coordinator & Customer Support

It is essential that the candidate should be able to demonstrate the following criteria for the post, within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all essential requirements.

### Method of Assessment (MOA)

A = Application form AS = Assessment I = Interview C = Certificate

Key Criteria	Essential	MOA	Desirable	MOA
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>A track record of recent, relevant professional development</li> <li>Evidence of experience in a similar, relevant role</li> <li>Experience of working to deadlines</li> <li>Experience of using databases or systems to effective use</li> <li>Experience of dealing with complex queries from a wide range of people</li> <li>Experience of working in partnership with others to deliver work to set deadlines.</li> <li>Experience of managing customer focussed services</li> <li>Experience of participating in teams and using own initiative</li> <li>Experience in the use of a variety of complex and specialist ICT applications</li> <li>Experience in managing conflict</li> </ul>	<p>A/I/C</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<ul style="list-style-type: none"> <li>Holds a relevant qualification in Events Management</li> <li>Understanding of safeguarding and Child Protection issues</li> <li>Experience of working as a First Aider</li> <li>Experience of extracting and analysing data from a range of sources</li> <li>Educated to a degree level or equivalent experience</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<b>Knowledge &amp; Understanding</b>	<ul style="list-style-type: none"> <li>Provide innovative approaches to developing systems and procedures</li> <li>Knowledge of administrative procedures and practice and how they relate to Education</li> <li>Data protection/information management best practice</li> <li>Managing sensitive and/or complex data</li> <li>An understanding of first aid and its importance</li> </ul>	<p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p>	<ul style="list-style-type: none"> <li>Innovative approaches to working with staff, students and other school partners</li> <li>Strategies for ensuring equal opportunities for all stakeholders</li> <li>Knowledge of Health &amp; Safety regulations</li> </ul>	<p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Able to communicate effectively with a wide range of people, including sensitive and complex information</li> <li>Able to manage and maintain effective information management systems</li> <li>Able to accurately source complex data information from a range of sources</li> <li>Able to prioritise to meet conflicting deadlines</li> <li>Able to produce and present reports and data to leadership level</li> <li>Excellent time management, planning and organisational skills</li> </ul>	<p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p>	<ul style="list-style-type: none"> <li>Negotiate and consult fairly and effectively</li> <li>Deal sensitively with people and resolve conflicts</li> <li>Direct and co-ordinate the work of others</li> <li>Able to develop and maintain effective communication systems</li> </ul>	<p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p>

	<ul style="list-style-type: none"> <li>• Ability to communicate and negotiate effectively to a range of audiences (internal and external) through highly developed interpersonal, written, oral and presentation skills</li> <li>• Sound judgment and ability to make decisions based on understanding of relevant information</li> <li>• Adaptability to changing circumstances/ideas</li> <li>• To effectively work as a member of a team, participate in meetings and negotiate as necessary</li> </ul>	<p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p>		
<b>Behavioural and other related characteristics</b>	<ul style="list-style-type: none"> <li>• Adaptability to changing circumstances/new ideas</li> <li>• Ability to inspire confidence in staff, students, parents and others</li> <li>• Reliability and integrity and a commitment to confidentiality</li> <li>• Passionate about continuous improvement</li> <li>• Proactive attitude</li> <li>• Attention to detail and thorough</li> <li>• Commitment to continuous improvement.</li> <li>• Ability to understand and observe the School's Equal Opportunities Health and Safety and Safeguarding Policies.</li> <li>• Willingness to actively participate in training and development activities to ensure up to date knowledge, skills and continuous professional development.</li> <li>• A flexible approach to working hours and willingness to occasionally work some evenings and weekends</li> <li>• Take pride in the customer service experience provided to users of the school's facilities and in the high standards of maintenance and cleanliness of the facilities provided for use</li> </ul>	<p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p>	<ul style="list-style-type: none"> <li>• Determination to succeed and the highest possible expectations of self and others</li> <li>• Empathy in relation to the needs of the school</li> <li>• A commitment to inclusive education</li> </ul>	<p>A/I/AS</p> <p>A/I/AS</p> <p>A/I/AS</p>