



**North East
Learning Trust**

Student Support Assistant
Hermitage Academy
Applicant information pack

Student Support Assistant

Salary Grade 2 SCP 4-6 £18,933 - £19,698 (FTE)
actual salary £12,905 - £13,427
Term Time only
30 hours per week
Monday – Friday 9am – 3pm

The North East Learning Trust are seeking to appoint an enthusiastic and committed person to join our dedicated Administration team at Hermitage Academy. You will provide a student reception service, co-ordinate the care of our students with specific medical conditions and administer first aid.

At Hermitage Academy, our vision is simple and shared by all schools across the North East Learning Trust family. It is that every child experiences excellence every day.

We are committed to:

- the pursuit of excellence in all that we do
- providing a broad education designed to enable every young person to achieve their full potential and make the most of their talents
- providing a calm, purposeful atmosphere where young people are cared for and able to learn with confidence
- creating a healthy, happy, disciplined and supportive environment which promotes an independent work ethic and a love of learning
- engendering respect for individuality and difference so that all will feel secure and equally valued
- nurturing a sense of social responsibility and spiritual and personal development
- fostering integrity, confidence, resilience, creativity, good manners and sensitivity to the needs of others.

The successful candidate will:

- have some administration experience
- be first aid trained (or willing to work towards)
- have excellent interpersonal skills with the ability to interact with a wide range of people
- have an empathetic approach
- be flexible in their approach to work.
- be a positive role model to all members of our school community
- support the wider aspects of school life.
- have ideas and a good sense of humour!

Deadline:

Closing date for this post is 5th January 2021 (12 noon), interviews will take place on 8th January 2021.

How to apply:

Application packs can be downloaded from the website.

Letters of application should be no more than two sides of A4 and should be returned with application forms to samantha.lish@hermitageacademy.co.uk or by post to Samantha Lish, Hermitage Academy, Waldrige Lane, Chester – Le – Street, DH2 3AD.

Job description

Post title: Student Support Assistant

Responsible to: Deputy Headteacher for Pastoral Care

Responsible for: Co-ordinating the care of students with specific medical conditions

Salary Band: Grade 2 SCP 4-6

Job Purpose:

To be a first point of contact for all student related queries and have responsibility for providing first aid assistance for students.

To co-ordinate the care of students with specific medical conditions and deal with related administration.

To provide a wide range of general administrative assistance.

Duties and Responsibilities:

- To carry out reception duties and be the first point of contact for students at the school ensuring safeguarding regulations are followed.
- To be responsible for the medical room providing first aid assistance for students and to ensure rapid response when emergency medication is required (ensuring all poorly students have a base away from the main office).
- To co-ordinate the care of students with specific medical conditions. This will include:
 - Caring for diabetic students – to be on hand when necessary throughout the day to respond to individual needs and support with bloods, counting carbs etc. This is usually necessary at break time and lunch time but also at several periods throughout the day in an emergency.
- To administer short-term medication to students provided by their GP when necessary.
- To administer paracetamol if required, as per school policy, with a kept record of this.
- To complete records of administration of medication when necessary.
- To ensure the medication in medical cupboard is in date and available and contact parents to replace out of date medication as required.
- To keep up to date lists of all students with medical conditions and provide updates as required.
- To keep up to date and adhere to school policies
- To respond to telephone and email enquiries in a professional, effective and efficient manner.
- To respond to all direct queries, taking messages and signposting them to the appropriate person.
- To dealing with all general day to day student issues and queries (e.g. ringing home for forgotten items, providing replacement timetables, uniform queries etc).
- To carry out a wide range of reception duties and administrative procedures.
- To carry out a range of procedures on the school's SIMS database including inputting student data (training will be given) – liaising with school office.
- To be the first point of contact for students signing out of school for appointments etc – liaising with school office.

- To organise the reception area ensuring an up-to-date supply of all relevant forms and information is available at all times.

General

- Keep up to date with First Aid qualification
- Work as a team as well as on your own initiative
- be a positive role model to all members of our school community
- support the wider aspects of school life.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Health and Safety:

It is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the Trust and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards. Specifically:

- To report any incidents/accidents and near misses to your line manager
- To ensure own safety and safety of all others who may be affected by the Trust's business

Safeguarding

The Trust has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its students, each student's welfare is of paramount importance to us and you are expected to share this commitment. All staff will fully comply with the Trust's policies and procedures, attend appropriate training, inform the Designated Person of any concerns, record any potential safeguarding incidents appropriately.

Person specification

	Essential	Desirable
Education/training	<ul style="list-style-type: none"> • Good level of literacy and numeracy • First aid trained (or willing to work towards) 	<ul style="list-style-type: none"> • Maths & English Grade C and above or equivalent • RSA II typing/word processing or equivalent • Child Protection Level 2
Experience	<ul style="list-style-type: none"> • Administration based experience • Previous experience of communicating with people face to face 	<ul style="list-style-type: none"> • Previous experience of working in a school environment • Knowledge of the schools' SIMs computer system
Aptitude and skills	<ul style="list-style-type: none"> • Good IT skills, Microsoft word/excel packages • Excellent interpersonal and communication skills to interact and work productively with staff, students, parents and outside agencies using tact and discretion • Excellent organisational and planning skills • Ability to demonstrate empathy • Ability to meet deadlines, prioritise and manage your time effectively 	<ul style="list-style-type: none"> •
Personal qualities	<ul style="list-style-type: none"> • Self-motivation • Professional attitude and a high level of integrity and confidentiality • The ability to work on your own initiative and part of a wider team • A calm pleasant disposition • The ability to be flexible and adapt to changing circumstances • Seek advice and support as appropriate 	<ul style="list-style-type: none"> •

References:

Any relevant issues arising from references will be taken up at interview.

DBS and pre-occupational health:

The North East Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

An enhanced DBS check and pre-occupational health check are an essential part of the selection and recruitment process.

Equal opportunities:

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community.

Applications with disabilities will be granted an interview if the essential job criteria are met.