

Job Description

BRIT Kids Student and parent Liaison Officer

Job Title	BRIT Kids Student and Parent Liaison Officer
Department	BRIT Kids - Canterbury branch
Hours of Work	9am - 1pm
Salary	£16 an hour
Contract Type	Fixed Term 12th July
Responsible to	Director of BRIT Kids Canterbury
Responsible for	None

Job Overview

To be the front of house person, responsible for greeting parents and students. Answering parent queries and directing their concerns to the relevant member of staff. This role is a varied position with a great deal of movement around site, taking late children to class and being a first aider. You would assist in the smooth running of BRIT Kids, helping create a fun and comfortable environment for the children and young people.

Key Responsibilities

These to include:

- To greet parents and children
- To prepare the site for each day with signage
- Fire Marshal
- First Aider
- Calling parents in the event of a first aid
- Assisting in the smooth running of BRIT Kids
- Checking in with the Admin Manager for additional admin duties
- Answering of the phones
- To exercise a commitment to the school's mission statement and stated ethos including the equal opportunities policy, health and safety policy and all other current school policies.
- To monitor the outer perimeter doors from behind reception, letting students in when required.
- To assist in the smooth movement of students around site
- To liaise with Assistant Director and assist in general admin duties, such as checking registers, sending emails to parents.

- To assist in the smooth running of BRIT Kids, this will require calls to parents, monitoring students that have been removed from class, handing back students to parents and responding to other tasks that arise.
- To help on the ground running of shows, ticketing and movement of guests.
- To answer the phone, taking notes and passing on messages

This job description sets out the duties at the time of drafting. The job description may be amended from time to time incurring a change in the grading of the post.

General Duties and Responsibilities:

	EMPLOYEE SPECIFICATION	Shortlisting Weighting
1.	Ability to work unsupervised	6
2.	Ability to understand verbal and written instructions	6
3.	Effective teamwork skills	6
4.	Good customer service skills	6
5.	Actively contribute to the College's Safeguarding practice, procedures, culture and ethos.	6
Education		
6.	Maths Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	4
7.	English Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	4
8.	First Aid Training	4

General Duties and Responsibilities

1. To participate in the staff support & development scheme and to undertake training based on individual and service needs.
2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement.
6. To partake in quality assurance systems.
7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6** Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.
- 4** Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2** Other relevant - It would be great if the candidate had, but is not expected to be shortlisted.

Failure to meet all of the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.

Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.