



The Marist School is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

**Title of Role:** Student Services Assistant

**Reporting to:** Director of Operations

**Purpose of Role:** To provide reception services at Student Services and to offer administrative support to teachers and the wider school as required.

**Status of Role:** Full Time, Permanent, Year Round

**Key Tasks and Accountabilities:**

***Student Services Reception***

- Greet pupils warmly upon arrival, ensuring proper sign-in procedures are followed
- Respond to enquiries from parents, staff, pupils, and visitors in person, by phone, and email, maintaining confidentiality and sensitivity
- Proactively address concerns and requests, providing timely and professional assistance
- Establish and maintain a positive and welcoming atmosphere for all visitors

***Administrative Support and Coordination***

- Assist the Deputy Head and Data Manager in handling internal and external correspondence, ensuring prompt and accurate responses
- Provide administrative support to teaching staff, including scheduling appointments, managing documents, and handling logistical arrangements
- Proficiently use iSAMS, Word, Excel, and Outlook software to complete tasks efficiently
- Administer and support student centred events including school trips
- Input and maintain accurate student records and produce reports as and when required
- Use school systems to send timely and accurate communications to parents as directed by the appropriate member of staff
- Prepare and frank outgoing post to the school and redirect as appropriate
- Book and organise coach and minibus transfers as required for school trips
- Organise new student starter requirements e.g. issuing locker keys and wallets
- Organise and provide support with school photos
- Archive old student records and add new student records to the filing system
- Order and manage resources for student services

### ***Pupil Welfare and Support***

- Attend to pupil welfare needs, including first aid assistance in the medical room
- In the absence of the nurse, monitor pupils in the medical room, ensuring their well-being and contacting parents as needed
- Record the administration of medications to pupils
- Maintain and update a full first aid qualification ensuring that first aid procedures are followed and wellbeing concerns are referred to the pastoral team
- Replenish first aid bags and kits for other departments
- Check and maintain medication for students with allergies and long-term health conditions
- Check and test the AED weekly and monthly
- Send communications for the school's immunisation program

### ***Event Management and Coordination***

- Manage administrative aspects of school events such as Presentation Evening and Prize Giving, including correspondence, scheduling, and preparation
- Maintain up-to-date pupil records for events and ensure all information is accurate and accessible
- Work flexibly to cover events and staff absence when required

### ***Additional Duties***

- Attend weekly staff briefings and take minutes
- Assist with the delivery of parcels so that they arrive with the appropriate member of staff
- Cover other school reception areas as and when required
- Provide backup administration for the cover coordinator
- Sort second-hand uniform and deliver to the second-hand uniform shop

### ***Ad Hoc Tasks***

- Any other tasks as may be required by the Principal or Executive Team from time to time in support of the overall activities and smooth running of the School
- Undertake any additional training considered appropriate for the better performance of the job

**This job description is representative and not necessarily a comprehensive definition of the post. Other reasonable duties may be allocated from time to time commensurate with the general character of this post and its scale point.**

## PERSON SPECIFICATION

|                                     |   | <b>Essential or Desirable</b> |
|-------------------------------------|---|-------------------------------|
| <b>Qualifications and Knowledge</b> | Good standard of education, typically including A Levels (or equivalent) in English and Maths   | Essential                     |
|                                     | Proficiency in Microsoft Office (Word, Excel, Outlook) and general IT systems   | Essential                     |
|                                     | Understanding of safeguarding, confidentiality, and data protection (GDPR) in a school setting  | Essential                     |
|                                     | Willingness to undertake first aid training   | Essential                     |
|                                     | Administrative or customer service qualification (e.g. NVQ Level 2/3)   | Desirable                     |
|                                     | Familiarity with school management systems (e.g. iSAMS, Involve)  | Desirable                     |
| <b>Experience</b>                   | Working in a busy administrative or front office role   | Essential                     |
|                                     | Handling telephone calls, emails, and face-to-face enquiries professionally   | Essential                     |
|                                     | Managing attendance records, student files, and visitor logs  | Desirable                     |
|                                     | Working in a school or educational environment  | Desirable                     |
|                                     | Supporting student welfare, admissions, or pastoral services  | Desirable                     |
| <b>Skills and Abilities</b>         | Excellent written and verbal communication skills   | Essential                     |
|                                     | Strong organisational and time management abilities   | Essential                     |
|                                     | Ability to multitask and remain calm under pressure   | Essential                     |
|                                     | Skilled in record-keeping and document formatting   | Essential                     |
|                                     | Confident and courteous in dealing with a wide range of people  | Essential                     |
| <b>Personal Attributes</b>          | Clear commitment to the Schools Catholic ethos and the distinctive characteristics of Marist education  | Essential                     |
|                                     | Patience and empathy with young students  | Essential                     |
|                                     | Treat people fairly, equitably and with respect to maintain the Catholic ethos and positive working relationships   | Essential                     |
|                                     | A good sense of humour and the ability to foster positive relationships with staff and parents  | Essential                     |
|                                     | Ability to maintain trust and be highly respected by staff  | Essential                     |
|                                     | High expectations and a passionate commitment to developing the best in young people, with a relentless focus upon ensuring outstanding attainment and outcomes | Essential                     |
|                                     | A creative and imaginative thinker who has the ability to identify innovative solutions to problems   | Desirable                     |

## **Safeguarding and Child Protection**

The responsibility of all staff in the School is to promote and safeguard the welfare of children and young persons for whom they are responsible, or with whom they come into contact by adhering to and ensuring compliance with the School's Child Protection and Safeguarding Policy at all times. If, in the course of carrying out the duties of the post, staff become aware of any actual or potential risks to the safety or welfare of children in the School, they must report any concerns to the School's Designated Safeguard Lead (DSL) or to one of the Deputy DSLs. All Marist staff must have an enhanced DBS disclosure.

## **Policies**

The School's policies and risk assessments, which are found in the central Policies & Risk Assessment Team, are reviewed at least annually and all staff should be familiar with the policies and risk assessments which apply to them and their role.

## **Health and Safety**

In accordance with the provisions of the Health and Safety at Work Act 1974 the School takes its duty to the health and safety of all staff very seriously. It is also the responsibility of all staff to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Appraisal**

Staff are part of the school's appraisal scheme and will have agreed objectives for each year of service. Their Line Manager will monitor and review performance.

## **Professional Development**

The School actively supports the continuing professional development of all staff. Staff should also support their own continuous professional development including participating in training and development opportunities identified by the School.

## **Data Protection**

The Marist School processes information about its current, past or prospective staff, applicants, current, past and prospective pupils; and their parents, carers or guardians and others who are defined as data subjects under UK Data Protection law.

Anyone who works for, or acts on behalf of, the school (including staff, volunteers, governors and service providers) should also comply with the school's Data Protection Policy, which also provides information about how personal data about those individuals will be used.

The School takes the protection of all personal information extremely seriously and is committed to a policy of protecting the rights and freedoms of individuals with respect to the processing of their personal information.

## **Review and Amendment**

This job description will be reviewed regularly and may be subject to modification and amendment from time to time, and the post holder may be required to undertake additional duties, as required, by the Principal.