

# Job Description

**Job Title:** Lead Student Services Assistant

**Responsible To:** Support Services Coordinator

## **Main Purpose of the Job**

- To co-ordinate the day to day running of Student Services and co-ordinate and be the first point of contact for issues regarding student transport;
- To provide secretarial, clerical and general administrative support across the College;
- To play a full part in the life of the College and its community, to support its mission and ethos of realising potential and to be a role model for staff and students.

## **Job Dimensions**

- Students: to act at all times for the benefit of the students of all ages and abilities;
- Staff: to work and liaise with all staff and agencies, working effectively with members, and working within Support Services;
- Resources: management of resources required for a Clerical Assistant within Support Services.

## **Key Accountabilities**

- To co-ordinate Student Services;
- To co-ordinate and be the first point of contact for issues regarding student transport;
- Provide general word processing support in-line with the College 'House-Style';
- Undertake clerical tasks as required including photocopying, distribution of correspondence, answering the phone, taking messages and Trips;
- Within Support Services to have clerical responsibility for a Key Stage and work with relevant staff to ensure that communication with parents is good, of a high standard and within appropriate timescales – this will include curriculum booklets, profiles, letters, celebration evenings and parent/carers evenings;
- Within Support Services to have clerical responsibility for Year 6 into Year 7, Masterclasses, Cross Phase and Options;
- To provide clerical support for the Parent Teacher Association;
- To promote positive student behaviour in line with College policies.
- To be aware of and contribute towards achieving the College priorities as identified in the College Development Plan;
- In the absence of the Support Services Co-ordinator to undertake roles and responsibilities in the short-term including the administration of Teacher Supply/Cover;
- To provide consistent and effective support for colleagues in line with the requirements and responsibilities of the role;
- To observe Health & Safety regulations at all times.
- To report any difficulties to Assistant Head Support Services (Human Resources) and senior colleagues as appropriate regarding issues concerning Student Services;
- To communicate with staff, students, parent/carers and outside agencies as appropriate.
- To follow the HR protocols of the College.

- To take part in training activities offered by the College and external agencies as identified through Performance Management;
- To undertake First Aid training and act as a First Aider;
- To operate at all times within the stated policies and practices of the College;
- To establish effective working relationships and set a good example through own presentation and personal and professional conduct;
- To endeavour to give every child the opportunity to reach their potential and meet high expectations;
- To contribute positively and effectively to the 'Every Child Matters' agenda and work towards the 'Common Core of Skills & Knowledge for the Children's Workforce';
- To take responsibility for own professional development and duties in relation to College policies and practices;
- To maintain good order and discipline among students and safeguard their health and safety both when they are authorised to be on the College premises and when they are engaged in authorised College activities elsewhere.

*Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from the Principal to undertake work of a similar level that is not specified in the job profile. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.*

*Where such duties amount to more than a temporary adjustment to the main responsibilities of this job profile, it will be amended accordingly. It will anyway be subject to periodic amendment whenever circumstances or appraisal processes dictate changes in the post holder's role within the College.*