



**The Waldegrave Trust**  
Waldegrave School, Fifth Cross Road, Twickenham, TW2 5LH  
TEL: 020 8894 3244, FAX: 020 8893 3670

**Student Services Manager**

**Permanent Contract**

**35 hrs/week, Term Time only, plus one week (40 weeks)**

**Salary: NJC 18-20 - Full time equivalent salary: £27,228-£28,215 per annum (pro rata salary: £23,305-£24,147), depending on experience**

**Start date: 25 November 2019 (To be confirmed)**

Thank you for your interest in the above post based at Waldegrave School. Waldegrave is a school where everyone enjoys learning, feels valued and experiences success. We are a school that believe in a strong supportive environment. This has lead us to being graded as 'Outstanding' by Ofsted in 2018 and awarded 'Comprehensive School of the Year 2016' by The Sunday Times.

We are currently recruiting for a committed, enthusiastic and adaptable person to lead and manage our small but busy Student Services team. The focus of the team is to provide support to pupils to enable them to make relevant progress and engage in their learning.

Previous experience of working with children (11-16), preferably in an educational setting is required and experience dealing with external agencies would be an advantage. The successful candidate will have a calm and tactful approach with the ability to work to tight deadlines and be emotionally resilient.

At Waldegrave we pride ourselves on having a supportive community environment in which to grow and progress your career. We are a member of the cycle to work scheme and have an active Staff Association who are there to help support staff as well as organise social events. We take staff wellbeing seriously and have an Employee Assistance Programme which offers free counselling and advice.

This pack includes the job description and person specification as well as information about the school and the department. Further information can be found on our website. We will use the person specification as the basis for the selection criteria.

I hope you will decide to apply. Please download further details and an application form from the jobs page of our website [www.waldegrave.richmond.sch.uk](http://www.waldegrave.richmond.sch.uk). Please submit your application form addressed to the headteacher, Ms Elizabeth Tongue by e-mail to: [jobs@waldegrave.org.uk](mailto:jobs@waldegrave.org.uk). In case of difficulty downloading the application form or information pack, please send an email to [jobs@waldegrave.org.uk](mailto:jobs@waldegrave.org.uk).

**Closing date for applications is noon on Friday 15 November 2019, however the school reserves the right to bring these dates forward so early applications are encouraged.**

The Waldegrave Trust is committed to safeguarding and promoting the welfare of students; We expect all staff to share this commitment and an enhanced DBS disclosure will be sought.

May I wish you every success, and take this opportunity to thank you for the time and effort I know you will put in to your application.

Yours sincerely



Elizabeth Tongue  
Headteacher

### **Please read these notes before completing the application form**

It will help us if you follow these instructions:

- We would prefer you to fill in your application using Word or a word compatible format and submit it by email. Please include everything you wish the panel to consider on the form rather than in any separate document or covering email. **Only applications submitted on the school's application form will be considered.**
- Please give the full name and title of both your referees, and ensure that the full address, telephone numbers and email addresses are included. Your referees will be contacted if you are short-listed.
- If you are short-listed we will contact you by email.
- Please submit your application form by 12 noon on the closing date to:-

[jobs@waldegrave.org.uk](mailto:jobs@waldegrave.org.uk)

- You will be asked to sign a hard copy if you are appointed.
- Waldegrave Trust is committed to safeguarding and promoting the welfare of students and expects all staff to share this commitment. All our staff are required to complete a DBS (Disclosure Barring Service) check and declare previous convictions.
- We are fully committed to equality of opportunity and aim for our staff to reflect the school community. It will help us to monitor the success of our recruitment strategies if you complete the ethnic monitoring information page of the application form. The information you provide will be treated as confidential and will not be made available to the short-listing panel.

**Job Profile: Student Services Manager****Key Purpose: To be responsible for student support and information, and be the first point of reference for students****Accountable to: Assistant Headteacher****Accountable For: Support Staff in the Student Support Centre**

<b>Key Accountabilities</b>	<b>Key Tasks</b>
1 Management of staff in the student support centre	<ul style="list-style-type: none"><li>▪ Ensure day-to-day cover where necessary within the team</li><li>▪ Arrange CPD for team and undertake annual performance review and agree their targets</li><li>▪ Liaison with other support staff team leaders through regular information sharing practices</li></ul>
2 Accountable for student support	<p>Delivery and organisation of support and information for students including:</p> <ul style="list-style-type: none"><li>▪ Student reception, attendance and punctuality, uniform, rewards and sanctions, free school meals, welfare, lost property, loans to students</li></ul> <p><u>Maintaining student files including:</u></p> <ul style="list-style-type: none"><li>▪ Behaviour logging</li><li>▪ Maintaining student records</li><li>▪ Ensuring attendance data is accurate and producing statistics and reports as required</li><li>▪ Letters to parents regarding behaviour and attendance of students where required</li></ul> <p><u>First Aid:</u></p> <ul style="list-style-type: none"><li>▪ Providing First aid support for students including mental health first aid</li><li>▪ Maintaining records of First Aid Training</li><li>▪ Ensuring that a first aider is on duty at all times</li><li>▪ Maintaining records of accident and illness</li></ul>
Support for Heads of Year	<ul style="list-style-type: none"><li>▪ Investigating incidents on behalf of Heads of Year</li><li>▪ Supporting students with difficulties in liaison with Heads of Year</li><li>▪ Producing standard and one-off letters in respect of absence, punctuality, discipline and uniform</li><li>▪ Providing administrative support to Heads of Year (e.g. one-off letters), detention, daily reports;</li><li>▪ Liaison with external agencies as necessary</li></ul>
Personal professional development and any other duties	<ul style="list-style-type: none"><li>▪ Participating in any relevant training as identified through review and the School Improvement Plan;</li><li>▪ Undertaking any other duties as requested commensurate with the grading and responsibilities of the post</li></ul>

## Person Specification

	Essential	Desirable	
Qualifications	✓		Good GCSE English Language and Mathematics or equivalent.
		✓	Educated to degree level.
Experience	✓		Experience of working with children or young people.
	✓		Experience of working in an office and of routine office procedures.
		✓	Experience of managing people and working in a team
Abilities, skills, knowledge and understanding	✓		Good, accurate IT and organisational skills and able to deliver an excellent standard in communications.
	✓		The ability to support the school's aim that students enjoy learning and to build positive relationships with students, staff, parents and other stakeholders.
	✓		An understanding of the need for confidentiality and an awareness of child protection issues.
	✓		The ability to prioritise tasks, work calmly and quickly under pressure and respond flexibly to changing demands.
	✓		The willingness to update skills and knowledge with changes in systems and technology.
Other	✓		Good health and attendance record.

## School Information – Waldegrave School

Waldegrave is a successful and over-subscribed comprehensive school for girls aged 11 to 16. Waldegrave introduced a sixth form in September 2014 which also welcomes boys.

The wider success of Waldegrave has been recognised in many different ways:

- Graded “outstanding” by Ofsted 2018.
- 71% of students achieved A\*-B at A level in 2019
- 88% of students achieved at least 5 good passes including maths and English at grade 4 +; 50% of all grades were at Grade 7 or above in 2019
- Sunday Times Parent power Top 11-16 school in the country 2011-2015 and Comprehensive of the Year 2016
- Designated a Teaching School (2011)
- Designated a Science College (2004)
- Sportsmark Award, Silver Artsmark, Healthy Schools Award, Eco Schools Award
- Investor in Careers

### Staffing

The school has a staff of 88 teachers, 30 technicians and curriculum support staff, 22 administrative staff and 3 premises staff. School lunches, grounds maintenance and cleaning are provided through competitive contracting. There is a strong commitment to training and professional development, and the work/life balance of all staff.

### Students

There are 1,076 students on roll, plus a further 395 enrolled in the sixth form. In recent years the number of applicants for places at Waldegrave has greatly exceeded the planned admission number. The students come from a wide range of religious, cultural, social and ethnic backgrounds. Approximately 20% of the students are from homes where English is not the first language, and there are 43 home languages other than English spoken amongst the students. The number of students in receipt of the pupil premium grant is approximately 9%.

### Student Academic Achievement

We are very proud of our results at Waldegrave and we will continue to aim to achieve the very best results possible. Our results have been consistently high year on year (see 2019 headlines above) but we have students of all abilities and we celebrate the progress of every student. Our Progress 8 score in 2018 was 0.77 and we expect a similar outcome when calculated for 2019.

**Click [here](#) for further information on our exam results.**

### Curriculum

The curriculum at KS3 and KS4 is broad, balanced and differentiated so that the needs of individual students are met. Students are placed into eight all-ability tutor groups in years 7 to 11 and these form the basis of teaching groups. The vast majority of teaching is mixed ability and there is very little setting at any age. Home learning is set regularly and seen as an important extension to the curriculum. We offer a wide range of extra-curricular activities such as orchestras, choirs, sports clubs, drama club and maths and science drop in sessions. Productions and musical events are a part of the school calendar. All students in KS4 have a work experience placement. In our thriving and over-subscribed co-ed sixth form we offer an academic curriculum of A level subjects and have a consortium arrangement for some subjects with Teddington School.

### **Pastoral System and Student Voice**

The pastoral system at KS3 and KS4 is based on a year group support structure. Each year is divided into 8 mixed ability form classes of 27 students. Form tutors have the first responsibility for the welfare, progress and attendance of their tutor group. The School Council and Year Councils are led by students who meet regularly to discuss a wide range of issues. These forums provide an opportunity for students to voice their ideas and to influence any aspect of school life. A Head Girl and her Deputy Heads lead a team of senior prefects and perform duties on behalf of the whole school.

Sixth form students are in tutor groups of approximately 24 students and a Head Girl and Head Boy are elected to carry out responsibilities in relation to sixth form.

The school operates a house system which provides opportunities for students in KS3/4 to come together and participate in competitive competitions and charity events. Students also have opportunities to gain leadership skills within the house system and allows students to throw themselves into the life of the school and have fun. We have an active school parliament who contribute to on-going improvements to the school.

### **Site and Buildings**

The school is set in spacious and attractive grounds; we have our own playing fields within the 14.5-acre site. The school has received significant investment over the past in a new sixth form block, dining room and sports hall, and a refurbished performing arts centre. There are well-equipped specialist facilities and good staff room facilities. There are twelve science labs and seven ICT suites.