

JOB DESCRIPTION

JOB TITLE	Senior Student Services Officer
GRADE BAND	WHFNJC M
RESPONSIBLE TO	Principal
DEPARTMENT	Support
DATE JD/PS SIGNED OFF	September 2020

SIGNED	
PRINTED	
DATED	

SAFEGUARDING COMMITMENT

The White Horse Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. If successful in being appointed to a post you will be expected to apply for a disclosure from the Disclosure and Barring Service as well as other employment checks before your appointment is confirmed.

JOB PURPOSE

- Primary focus is to independently lead on all that is the provision and development of student support services and relevant staff.
- Offer exceptional customer care to all stakeholders.
- Be responsible for undertaking administrative and organisational processes within the school.
- Supporting SLT with the promotion of school marketing at a high level.

MAIN TASKS, DUTIES & RESPONSIBILITIES

Team Supervision

- Line management, performance management and overall responsibility of school office staff and respective duties
- Lead a comprehensive administrative support service to the school staff, organising the school office to ensure that routine clerical functions are undertaken efficiently.
- Proactively develop staff, identifying training needs and seeking appropriate training
- Ensure efficient running of the school office
- Host regular site admin team meetings
- Ensure rapid, precise and effective communication without exception.
- Attend relevant network meetings and information sessions, and proactively share good practice
- Be responsible for own professional development and encourage others to ensure
- Carry out other line management duties specific to the host school if appropriate, for example MDSA Team

School promotion and marketing

- Assist with the effective school marketing at a high level, and proactively ensure school operates at the highest possible NOR capacity at all times.
- Arrange school visits, meetings and events for prospective parents.
- Working with the Principal and other key staff, maintain, update and distribute the School Prospectus.
- Ensure effective and continuous communication with parents.
- Where a Sixth Form is established, liaise with 6th form staff to ensure effective communication throughout the school and community to support intake and transition from KS4 to KS5

School events

- Co-ordinate high quality, effective and appropriate communication of school events, including Parent's Evenings, Open Evenings and Extended school activities.
- Organise school events, including Parent's Evenings and Open days.
- Maintain appropriate channels of communication with stakeholders, including Reception screen, school website, Parental portal and text service.
- Create and distribute high quality termly school newsletter, where required.

Student administration

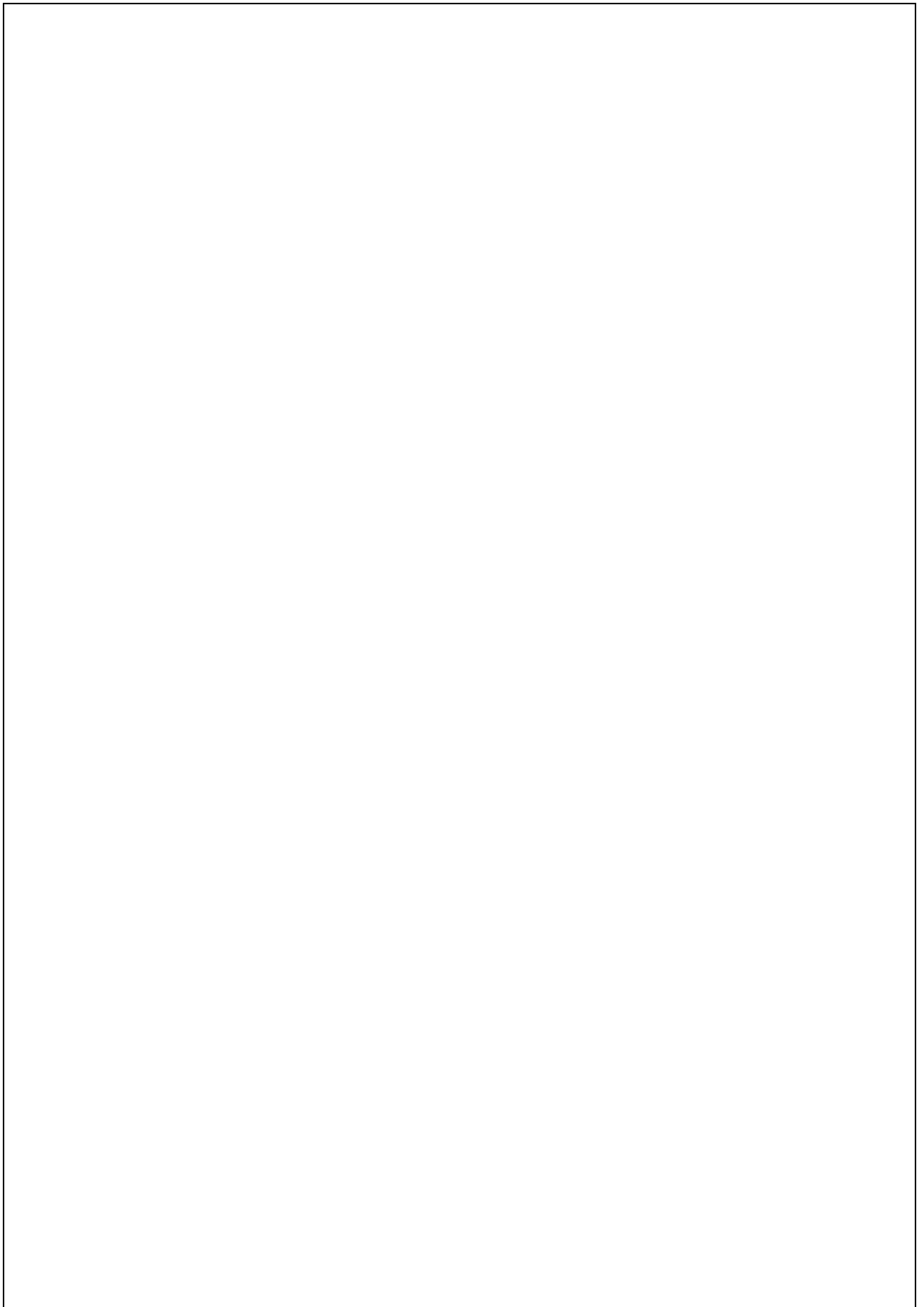
- Provide support with updating and maintaining school MIS during peak periods of the year, i.e. Yr7 and Yr 12 in-take.
- Working with the SLT lead for Pupil Premium, actively encourage FSM registration, through parental information sessions and promotion.
- Support with the management and promotion of student absence, i.e recording late arrivals, liaising closely with the Attendance Officer

General office duties

- Undertake general office duties as required.
- In the absence of a Cover Manager, organise staff absence cover as required and where appropriate
- Support with timetables and rotas, where appropriate
- Support SLT with any Admin requirements as requested
- Ensure appropriate resources levels are maintained for school office, requesting orders through the appropriate channel
- Maintain orderly and accurate filing systems
- Collate relevant information for weekly communications, where required

School office duties

- Ensure safeguarding procedures are followed at all times, including the verification of visitor identity.
- Responsible for the processing of school volunteers and visitors, including administering DBS/safeguarding checks.
- Carry out administrative duties specific to the host school, for example organising EMA issues/PFI issues.
- Complete appropriate risk assessments when required.
- Administer first aid and medication as and when required
- Clerk staff meetings, ensuring prompt communication/distribution throughout the school, where required.
- Report any safeguarding issues encountered to your safeguarding officer, Vice Principal or Principal ASAP.



ADDITIONAL DUTIES & RESPONSIBILITIES

- The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.
- In fulfilling the requirements set out in this job description, the post holder will apply the TWHF's commitment to equality by treating all employees fairly and without discrimination on the grounds of colour, race, ethnic or national origins, sexual orientation, age, marital status, disability, trade union association or religious beliefs.
- In addition, the job holder will respect the need for confidentiality at all times whilst performing the duties of the role.

PERSON SPECIFICATION

Method of Assessment This table indicates the requirements of the role under section to evaluate the competencies in each area as assessed	Essential or Desirable	Application Form	Interview Stage
Qualifications, Education and Training			
NVQ 3 or equivalent qualification or experience in relevant discipline	E	X	
Minimum of grade A*-C in English and Maths	E	X	
Sound working knowledge of Microsoft Office applications and excellent IT skills	E	X	X
Experience and Knowledge			
Experience of development, management and operation of administrative systems, preferably within an education setting	E	X	X
Relevant experience managing and developing a team	E	X	X
Have relevant experience in a similar position or several years' experience in a general office administration role	E	X	X
Experience of marketing and promotion of a school/business	D	X	X
Skills and Abilities			
Experience of the development of efficient processes to ensure the smooth running of the administrative function	D	X	X
An ability to work independently and be pro-active in all that you do	E		X
Have a meticulous eye for detail	E	X	X
Enthusiasm for continued self-learning and development and encourage that of others	E		X
The ability to prioritise own workload	E		X
A flexible work ethic	E		X
A careful approach to documentation, records and reporting	E		X
Excellent communication skills	E	X	X
Excellent customer service skills	E		X
Values and Behaviours			
Contacts and Relationships			
Establish constructive relationships and communicate with other agencies/professionals	E		X
Deal with complex reception/visitor etc. matters	E		X
Provide advice and guidance to staff, students and others	E		X
Physical, Mental and Emotional Demands			
Motivating staff and tackling underperformance	E		X
Front line reception duties dealing with students and parents who may sometimes make emotional demands	E		X
Complete First Aid training	E		X

Special Requirements			
To be fully engaged with the school			