

Student Services Administrator

Information Pack
[February 2024]

Student Services Administrator

Start date:	As soon as possible
Closing date:	Thursday 7 th March 8.00am
Shortlisting date:	Thursday 7 th March
Interview date:	To be confirmed
Salary Range:	£21,208 - £21,925 (FTE £23,500 - £24,294) Term time only, plus TD days and 10 days to cover the Front Office during school holidays

Dear Applicant

Thank you for showing an interest in the post of Student Services Administrator.

Kingsdown School has so much to offer new colleagues which includes a fantastic learning environment, ambitious and aspirational students with high standards of behaviour and the opportunity to work with incredibly talented teachers, leaders and professional support staff.

In January 2020 we had our last Ofsted in which we were judged to be GOOD in every category. In the August before this our Year 11 results saw the school ranked in the top 2% for the most improved schools for their Progress 8.

Across every team in the school - Teaching, Business Support, Front Office, Inclusion, Pastoral, Governors, Middle and Senior Leaders, we are all extremely proud of what we have achieved in the last 5 years for our students, and they too are exceptionally proud of their school. Do take a moment to read the opening paragraphs from our Ofsted Report from the link [here](#). Additionally, click [here](#) to review our latest brochure which shows you the Kingsdown BEATs across every aspect of the school.

Over the last three years Kingsdown School has become the school of choice in Swindon. So much so that we are now oversubscribed in our current Year 7 and 8. This pattern is set to continue for this next year hence we are looking for a creative, inspiring, ambitious and outstanding new colleague to join our team.

Swindon & Kingsdown:

Kingsdown is an 11 to 16, mixed and non-selective school of 1013 students. We have close to 30% who are DA and 20% who are SEND. We have an SRP for Autism with a provision for 15 students.

We are proud to serve our community. Our parents work with and in partnership with us. On the whole, our students come from Stratton, Penhill & Pinehurst. Our students deserve the best possible education and start in life and our mission statement is that we "champion each and every student". If this truly motivates you - please read on.

For those relocating - 5 great facts about Swindon [besides Kingsdown]

- Areas of natural beauty on our doorstep and close links to many cities
- Excellent rail and road networks
- Housing opportunities at an affordable price
- Low unemployment
- Leisure industry that engages all ages as well as £10 million project for the development of our town - the arts, sports and recreation

You will learn more about our Wheel of Excellence from our website and when you visit. Do please take a look at our website kingsdownschool.co.uk.

www.kingsdownschool.co.uk

We champion each and every student

What are we looking for in our new Student Services Administrator:

We are looking to appoint a conscientious and enthusiastic person to join our team. This is a vital role within the school as you will act as the first point of contact for our students. You will also provide administrative support to the Pastoral Team. Good organisational skills, politeness and patience are essential as well as an ability to build good working relationships. First aid experience would be desirable but not essential.

You will have the highest integrity, and the ability to communicate well at all levels. Very good numeracy and literacy skills (A*-C GCSE or equivalent in Maths and English) are essential as is experience of general clerical/administrative work within a customer service environment.

What will and can we offer you:

By joining our Kingsdown family you will join a team who genuinely cares and champions each and every student and each and every member of the Kingsdown team.

At Kingsdown, we know that staff and students thrive in a 'healthy work culture' and the wellbeing of staff and student outcomes is inextricably linked. We are committed to providing the best working and learning environment for all. The RLT has a staff charter and strong values, we uphold these values and commitments, and further build on these with our Wellbeing Strategy.

Education has the power to change lives, communities and society for the better. At RLT we believe that we can achieve more for our pupils, trainees, staff and communities by working together rather than alone. Schools in RLT are united by a common belief in the benefits of working together, and by our commitment to shared principles.

OUR VISION is for our schools and SCITT to improve rapidly, continuously and sustainably: to be better faster together.

OUR 'WHY?' is that children and young people 'only get one go' in school and therefore as part of RLT we aim to ensure the best possible 'go' for our pupils.

OUR 'HOW?' is through the highest support and challenge for our schools and each other, underpinned by our principles.

Our employees benefit from a wide variety of support including extensive continuing professional learning and development opportunities, wellbeing and staff networks and access to Defined Benefit Pension Schemes (TPS and LGPS) for all staff. For more information on what it is like to work for the Trust, and the benefits you could access, please see our "[Working in RLT](#)" guide.

This role includes regulated activity relevant to children.

Where next? If you:

- believe that all students can achieve regardless of their background and postcode
- enjoy the challenge and reward of taking a school from Good to World Class,
- feel that you have the skills and qualities to accelerate student progress, aspirations and self-belief, and
- are truly committed to making a difference especially in Swindon and SN2

... then this role could be ideal for you.

In the meantime, I thank you for taking the time to read about Kingsdown School and look forward to hearing from you.

With best wishes



Emma Leigh-Bennett
Headteacher

The River Learning Trust and Kingsdown School are committed to safeguarding and promoting the welfare of all children and preventing extremism. The Trust is required to conduct a variety of checks and online searches about you as part of their recruitment process in accordance with Keeping Children Safe in Education guidance. It is an offence to apply for certain roles within schools if you are barred from engaging in regulated activity relevant to children.

For all RLT Safer Recruitment Documentation candidates should click on the following link [RLT Safer Recruitment Documents for Candidates](#)

This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020. For further guidance for applicants click on this link [List of offences that are not filtered](#)

JOB DESCRIPTION

Job Title: Student Services Administrator

Grade: G5

Term time only (+ 10 days to cover the Front office during school holidays)

Job Family: Admin Support

 Date Prepared:
February 2024

Role reports to: Assistant Headteacher - Attitudes and Engagement

Job Purpose:

To be responsible for the Student Services Reception area, dealing with student led enquiries.
To provide administrative support to the Attitude and Engagement team.

Key Accountabilities
Student Services duties:

1. Responsible for all front line reception duties for the Student Services Office including, but not limited to:
 - answering and actioning routine calls directed to the team
 - dealing directly with students with a variety of requests
 - liaising with staff and external agencies as required
 - communicating with parents using a variety of contact methods
 - liaising with students for conduct card provision, database logging, and confiscated items
2. Book appointments/meetings (and where necessary meeting rooms) for the Attitude and Engagement team as required.
3. Provide routine clerical/administrative support e.g. photocopying, filing, emailing, complete routine forms, and ordering resources.
4. Maintain student files, ensuring filing is prompt and accurate. Preparing student files for suspension return meetings and potential Permanent Exclusions.
5. Undertake IT based tasks as required.
6. Responsible for student uniform loan system and lost property
7. Assist with maintaining and updating manual and computerised records and management information systems as required.
8. Support student events, including some evening events such as parent's evening, prize giving etc as required.
9. Be a positive ambassador for the school and Trust at all times, and promote the school positively where ever possible.
10. Responsible for allocation of student lockers as required, including the administration and collection of monies owed.
11. Support with the collection of student income/donations as required.
12. Provide cover for the Matrix Coordinator's break.
13. To work as part of the attitude and engagement team to support and cover where needed

Supplementary Accountabilities:

- Support the front office as required, and provide reception cover for 10 days during school holidays.
- Ensure that any identified personal training needs are discussed with the immediate Line Manager.

- Undertake various other duties as delegated by your Line Manager appropriate to the role.
- Named First Aider
- Adhere to at all times confidentiality, data protection, safeguarding, health & safety and other school regulations.

Knowledge & Experience:

- GCSE A* - C in Mathematics and English Language
- General clerical/administrative work within a customer service environment
- Ability to work on own initiative
- Maintain confidentiality
- Good ICT skills
- Excellent communication skills along with the ability to organise and work within deadlines
- Team Player
- Holds current First Aid at Work Certificate (or willingness to undertake)

Decision Making:

- Majority of tasks undertaken under the direction of supervisor
- Ability to prioritise

Contacts and Relationships:

- To be first point of contact for students
- Maintain good relations with pupils and their parents
- Staff

Creativity & Innovation:

- Flexibility and willingness to accept change

Emotional Demands

- Front line reception duties dealing with pupils and parents who may sometimes make emotional demands
- Work within deadlines

Job Specific Competencies:

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the School procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the School's written procedures.

The particular duties and responsibilities attached to the post 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 by 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.

This job description is current at the date shown, but, in consultation with the post holder, may be changed to reflect or anticipate changes in the job commensurate with the grade and post title.

Employee Signature:

Print name:

Date:

Line Manager's Signature:

Print name:

Date: