

Goresbrook School

Job Description

Post: Student Services Officer and Administrator
Responsible to: Executive Assistant to the Principal
Salary: £31,500 FTE

Role Purpose

To support students with a wide range of issues. Providing a high-quality service to the students such as first aid or wellbeing support, general queries, lost property, contacting parents/carers. Supporting students with their uniform and equipment. Supporting Head of Years, Attendance team and SLT with any student related matters.

Key Responsibilities:

Student Services

- To participate in running an information centre for students who present with queries regarding school life and respond to enquiries supportively.
- To assist with the signing in of students arriving late to the school.
- To assist in maintaining an up-to-date student database on Arbor by passing updated accurate information to the data team or inputting as per agreed protocols.
- To be one of the schools main appointed first aid officers, carrying out first aid procedures and administration, liaising with parents in respect of any necessary medication, as per procedure, under direction of the SLT/Business Manager.
- To support with managing first aid systems, procedures and administration; liaising with parents in respect of any necessary medication; ensuring first aid kits, both around the school and for off site visits, are maintained.
- To supervise any individual students temporarily placed in Student Services
- To be an interface with parents regarding queries.
- To provide a solution-based response for students with needs in the school. To receive and process communications and calls from parents and others regarding staff and students at the academy.
- To be a point of information regarding school events for staff and students.

- To ensure that accurate records of any accidents, for staff, students or visitors, are maintained by the student support team and log these on the health and safety system.
- To deal with student lost property as per school procedures.
- To administer any student's documentation at the direction of the SLT/Business Manager.
- To support the school reception team at peak times or to cover absence.
- To manage uniform stock across the whole school
- To assist, when required, with the administration/distribution of correspondence.
- To organise the administration in relation to the sign up and running of extra-curricular activities (particularly in the primary phase)
- To oversee any pastoral administration
- To send out non-completion lists for homework platforms
- To collect and collate reply/consent forms for student activities and pass on collated details as appropriate to pastoral teams or SLT.

Other Responsibilities:

- To participate in the school's annual performance management process.
- To be responsible for health and safety within your own working area and reporting any concerns to the line manager.
- This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this role. It is not intended to be an exhaustive list of skills, efforts, or duties, associated with the position. There may be a requirement to undertake other duties reasonably required by the line manager/principal (and after discussion with the post holder) provided the task is commensurate with the post holder's core skill competencies, knowledge and experience in the role.

Culture

- Support the school's values and ethos by contributing to the development and implementation of policies practices and procedures.
- Help create a strong school community, characterised by consistent, orderly behaviour and caring, respectful relationships.
- Help develop a school culture and ethos that is utterly committed to achievement.
- To be active in issues of student welfare and support.

- Support and work in collaboration with colleagues and other professional in and beyond the school, covering lessons and providing other support as required.
- To promote actively the school's Policies & Procedures.
- Employees are expected to be professional and uphold the school culture by being positive and solution focused
- Employees are expected to maintain a standard of dress conducive to their position as professionals and in setting an example to students.

This document is considered to provide an outline of the areas that this role involves. This document does not preclude the post holder developing systems and structures not specifically mentioned but related to his/her broad areas of responsibility. The roles outlined above are indicative and do not preclude anything else which may be reasonably requested commensurate with the post held and duties undertaken. Employees will be expected to comply with any reasonable request from a line manager or senior member of staff to undertake work of a similar level that is not specified in this job description.

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Person Specification

Post: Student Services Officer

Responsible to: Executive Assistant to the Principal

Criteria	Essential	Desirable
Education	<ul style="list-style-type: none"> Good numeracy/literacy skills m/ GCSE (or equivalent) Maths and English 	<ul style="list-style-type: none"> Post 16 and higher level qualification
Qualifications	<ul style="list-style-type: none"> Appropriate First Aid Qualification 	<ul style="list-style-type: none"> Valid driving licence EIPEN training Defibrillator Training Level 3 Child Protection Training
Experience	<ul style="list-style-type: none"> experience of working with young people, preferably within a school setting Competent in the use of a wide range of ICT packages, including Microsoft Office Word, Excel and Powerpoint 	<ul style="list-style-type: none"> experience of multi-agency working
Knowledge	<ul style="list-style-type: none"> An understanding of working within an environment with young people Enjoy working with children. Ability to deal with students with diverse needs. Commitment to high educational, professional and personal standards. 	<ul style="list-style-type: none"> An understanding of child protection and relevant medical legislation An understanding of student medical and welfare matters knowledge of the school's computer system Arbor
Skills and Abilities	<ul style="list-style-type: none"> excellent communicator ability to prioritise and take on challenging situations work effectively as part of a wider support staff team work independently as required ability to keep accurate records and write detailed reports maintain confidentiality Ability to establish, improve and develop systems 	<ul style="list-style-type: none"> ability to support and lead investigations into first aid incidents



Commitment and other requirements	<ul style="list-style-type: none">• professional approach to the job• be sympathetic to the needs of others• a willingness to attend appropriate training and development• Subject to an enhanced DBS check	
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