

STUDENT SERVICES ADMINISTRATOR | CANDIDATE INFORMATION



Letter from the Headteacher

September 2017

Dear Candidate,

Thank you for your interest in the advertised post at Wapping High School. I look forward to appointing an enthusiastic Student Services Administrator, as we develop the functions and processes of our innovative and enterprising school. School life places many demands in this dynamic environment, and the successful candidate will need a calm, flexible approach together with highly developed communication, interpersonal and organisational skills.

Wapping High School is unique in every way, with versatile, open learning spaces, bringing the best of different education models and the latest technologies together to help our students achieve at the highest personal and academic level. The School provides a 21st century, stimulating and supportive learning environment that produces confident, outward-looking, caring young people equipped to take on the challenges of further and Higher Education and work, leading to fulfilling lives. The contributions of all staff are central in creating this supportive and aspirational culture within the School.

As a member of the support team, you will work with colleagues who are committed to excellence in all aspects of school life.

If the opportunity to join our successful staff team excites you and you have the qualities required, I look forward to hearing from you.

Yours faithfully,



Gary Nelson
Headteacher



Wapping High School is an ambitious community-driven school that is bringing an inspiring and engaging education to students in East London. Located in an area of significant diversity and challenge, the school aims to deliver better outcomes and broader horizons to young people. The school focuses on Personalised Learning, tailored to the abilities of every student. The core curriculum sits alongside a diverse Enrichment Programme, which motivates students and draws out hidden talents.

The context

Wapping and Shadwell are home to eight well-supported primary schools, attended by around 2,000 pupils drawn from a genuinely mixed community. Historically, on reaching the age of 11 many of these children had no obvious secondary school to go to; a significant number of families moved out of the area each year as a result of this lack of provision. To meet the needs of the local community the Wapping and Shadwell Secondary Education Trust set up Wapping High School in 2012, a co-educational free school for children aged 11-16.

We are committed to:

- Encouraging students to develop inquiring minds with a life-long love of learning
- Delivering strong academic results for a sound economic future
- Providing students with the skills necessary to be digital leaders
- Producing confident, polite and socially responsible young adults

- Creating a school which is environmentally sustainable and financially secure
- Strengthening community cohesion

This is achieved by:

- Raising aspirations for, and having high expectations of, both students and staff
- Recognising that the teachers are the school's principal asset; they are supported, rewarded and motivated
- Strengthening community cohesion

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- Raising aspirations for, and having high expectations of, both students and staff
- Recognising that the teachers are the school's principal asset they are supported, rewarded and motivated
- Being a small school — the child that is known best learns best Being a digital school, embracing all the benefits that technology brings to education

- Providing an exploration of civics, society and ethics to create socially engaged young adults with a strong sense of personal responsibility
- Constantly aspiring to innovate and seek new ways to improve learning
- Having a student-centric outlook that puts the needs of students first
- Providing opportunities for children to take risks and learn from mistakes in a safe, supportive and caring environment
- Integrating parents into the learning provision and culture through the use of innovative technology
- Having an open admissions policy in-line with our inclusive and personalised ethos.

Vacancy Advert

Job Title: Student Services Administrator
Salary: £22,000 - £25,000 (depending on experience)
Contracts: Permanent
Hours: Full time (37 hours p/w, 08:00 - 16.30 on Monday-Thursday; 08:00 to 16.00 on Fridays, with 25 days holiday per annum)
Start Date: As soon as possible

- **Are you interested in working in a dynamic and innovative new school as part of a growing support team?**
- **Do you have the persistence, attention to detail and skills to support senior pastoral leaders in helping all students to access learning and succeed beyond expectations?**

We are seeking to appoint an enthusiastic individual to provide professional administrative support to the SENDCO and senior pastoral leaders. The successful candidate will have outstanding interpersonal and organisational abilities. Excellent ICT and secretarial skills are essential.

To ensure the smooth and efficient running of the school, the ideal candidate will bring forward-thinking personal experience at the highest level and the ability to set-up systems and processes. The School's ambition is to become a flagship amongst Free Schools as a digital school embracing the latest technologies.

To apply, please visit www.wappinghigh.org, download the candidates' pack and email your completed application form to recruitment@wappinghigh.org.

The deadline for applications is Monday 25 September 2017, 12.00.

Wapping High is committed to safeguarding and promoting the welfare of children and young people, and expects all staff to share this commitment. All successful candidates will be required to undertake an Enhanced DBS check.

Job Description – Student Support Administrator

About the role

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Start Date: As soon as possible

Job Description

Attitudes and Disposition

- Provide administrative support and assistance with regard to pastoral matters to the Inclusion Leader/SENDCo, and the Directors of Progress and Achievement
- Work flexibly and efficiently as part of the Support Team and liaise closely with other team members
- Maintain absolute confidentiality in all School-related matters and to prevent disclosure of information on sensitive issues
- Maintain a calm, positive, flexible and professional approach when dealing with staff, students, parents and carers
- Maintain a tidy and organised working environment conducive to efficient working practices
- Attend training, courses and meetings as necessary, and participate fully in appraisal processes

Key Tasks

SEND Administration

- Providing administrative support to the Inclusion Leader/SENDCo
- Maintaining the hard- and soft-copy records of all SEND students; documenting interventions, reviews and outcomes
- Working with the School's LSAs to gather information about student progress and updating parents, carers and other stakeholders as appropriate
- Updating the SEND Register and SEND Provision Map (using MS Excel) as appropriate to ensure that staff can access strategies to aid in planning for students' progress in learning
- Administering Education, Health and Care (EHC) meetings, communicating with attendees and preparing documents pre- and post-meeting as appropriate
- Collecting samples of work from students and liaising with the London Borough of Tower Hamlets and other bodies as necessary to ensure appropriate access arrangements are in place for all students
- Preparing the paperwork in support of presenting cases for consideration for managed moves and SIP
- Attending key meetings as requested and taking (action/summary) minutes
- Producing CAFs or other paperwork alongside the Attendance and Welfare Officer in preparation for annual reviews and reintegration meetings

Pastoral Support and Administration

- Processing administration in support of the communication and monitoring of student concerns, including the maintenance of a dedicated database
- Be the second point of contact (after form tutors) for students and parents on behaviour/pastoral matters, redirecting parental and student enquiries to the other persons in a timely manner if appropriate
- Assist in maintaining links with home, as well as internal and external support services involved in student welfare
- Assist the Directors of Progress and Achievement to implement positive behaviour management strategies, including the implementation of the School's rewards system
- Undertake lunch-time supervision, monitoring the pupil meal register and acting in cases of anomalous eating habits
- Contact parents notifying them of student detentions and sanctions if necessary
- Assist with the preparation for parents' evenings and other pastoral events involving parents and the community
- Administer the transition of new Year 7 students with the Admissions, Marketing and Fundraising Coordinator, especially during the summer break
- Provide student references for leavers
- Liaise with the Directors of Progress and Achievement to contact external services required for pastoral intervention, booking meetings, drafting letters and keeping diary appointments as needed
- Supervise students writing statements following behaviour incidents
- Provide *ad-hoc* administration support to the Directors of Progress and Achievement with regard to pastoral matters, including filing, copying and scanning relevant documents and data so that they are readily available for meetings

Inclusion

- As part of a rota with the Attendance and Welfare Officer, be available to supervise pupils who - from time to time - are unable to be in lessons, contacting home and assisting in clarifying work set for them where necessary
- Contact staff to request work for students who are required to be out-of-lesson during the school day

First Aid

- Be a member of the first aid team to provide first aid administration to pupils and staff
- Complete accident and incident log each time first aid is administered
- Liaise with the School Nurse to produce student healthcare plans for students with medical needs

Fire Drill/Evacuation

- Act as a fire warden for school evacuations

General Accountabilities

- So far as reasonably practicable, promote safe working practices by employees and visitors in premises/work areas in which the post-holder is located, to maintain a safe working environment for employees and service users. These practices are defined in the Wapping High's health and safety policy, and codes of practice
- Work in compliance with Wapping High School's codes of conduct, Staff Handbook, regulations and policies

- Be responsible for promoting and safeguarding the welfare of children and young people. All employees will have a responsibility for the children and young people that they will come into contact with
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards
- Carry out additional duties, as the Headteacher may be reasonably request, from time to time

Equal Opportunities

- Ensure that the letter and spirit of the School's policies and ethos are implemented

Review

- This job description is reviewed as necessary

Person Specification: Student Support Administrator

Area	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> Five GCSEs at grades A-C including mathematics and English 	<ul style="list-style-type: none"> Level 3 qualification First Aid qualification or willingness to undertake training. 	Application form
Experience	<ul style="list-style-type: none"> General clerical and administrative experience Ability to manage and operate administrative systems Microsoft Office experience, including the ability to sort and filter lists in Excel 	<ul style="list-style-type: none"> Experience working in a school/college previously, or able to demonstrate experience of working with parents and families Proficiency in Capita SIMs Experience in dealing with student behaviour Ability to develop administrative systems 	Application, interview and references
Knowledge and Skills	<ul style="list-style-type: none"> Proven record of high-level ICT skills High level of accuracy and attention to detail Ability to work under own initiative Excellent customer care skills Ability to handle confidential information with discretion High level of numeracy and literacy skills Excellent interpersonal and communication skills Ability to prioritise work load to meet deadlines 	<ul style="list-style-type: none"> Knowledge of Google Applications 	Application, interview, tasks and references
Professional Development	<ul style="list-style-type: none"> Awareness of current developing technology Evidence of relevant continuing professional development 		Application and interview
Personal Qualities	<ul style="list-style-type: none"> Ability to demonstrate and maintain exemplary attendance and punctuality Capacity to understand, empathise and engage well with young people and their parents Commitment to equal opportunity and the success of every individual Ability to work on own initiative and be proactive Ability to self-evaluate and respond positively to constructive criticism Ability to deal with confidential and sensitive information discreetly and with integrity. Resilience, and the abilities to work under pressure and meet a variety of deadlines Versatility with new technologies A sense of humour Ability to remain calm under pressure 		Application, interview, tasks and references

Application Process

Wapping High School is committed to the protection and safety of its students and to promoting their welfare. To that end identity, Enhanced DBS and medical checks will be required from the successful applicant. The School is also an employer committed to equal opportunities and welcomes applications regardless of age, gender or ethnicity.

Your written application

We hope that after reading the information pack you will want to apply for the post advertised. If you wish to proceed, please return a completed application form including a supporting statement addressing the Person Specification. An MS Word version of the application form can be downloaded from the School's website at www.wappinghigh.org/careers. Please also complete and return the enclosed disclosure and equal opportunities monitoring forms.

Applications should be emailed to recruitment@wappinghigh.org by 12.00 on Monday 25 September 2017. Interviews will take place on Friday 29 September 2017.

Timetable

Closing date for applications	Monday 25 September 2017, 12.00
Interviews	Friday 29 September 2017



Type of school	Free High School
Owned by	The Wapping and Shadwell Secondary Education Trust
Age range	11 - 16
Location	London Borough of Tower Hamlets
Denomination	Secular
Co-educational or single sex	Co-educational
Specialism	Enterprise and Innovation
Number on roll	242 (in September 2017)
Average class size	21
% of students on FSM	Approx 45%
% of students with SEN	Approx 20%
% of students with EAL	Approx 40%

www.wappinghigh.org