



Job Description

Job Title: **Student Services Support Officer**

We believe that all students should thrive in every way; that they should be happy, safe, respected and grow academically, socially, spiritually and personally. Our pastoral support systems underpin all that we do here at the College. This role is key to that goal.

Job Purpose:

- To provide a comprehensive and inclusive welfare support role for students
- To provide comprehensive and inclusive pastoral support for students
- To participate in systems that will enable the school to improve on base figures on attendance and reduce truancy as set by the Government, the LA and the school. Provide specific support in relation to attendance and work under the guidance of the Head Teacher and Line Manager

Responsible to:

- Pastoral Manager / Assistant Head - Behaviour, Personal Development and Wellbeing.

Main Responsibilities:

- To work collaboratively with the Learning Co-ordinator for an assigned year group(s) as pastoral support manager
- To run intervention groups for identified groups of students and to work effectively with their families
- Be present in the playground for line up each morning to provide support to the learning coordinator
- During morning registration be present on the relevant corridor for your year group(s), visiting form groups and providing any pupil support which may be needed
- Attend the assembly of the year group(s) you are attached to
- To complete Behaviour Support plans, Pastoral Support Plans and monitor closely
- To write emails and exclusion letters where appropriate
- To complete Managed Move forms and other referrals and submit to appropriate bodies
- On a daily basis visit lessons of the year group you are assigned to, in order to identify any pastoral needs which may arise
- Conduct the initial investigation of any reported incidents and take statements and make holding phone calls if necessary.
- Produce pastoral and academic data / reports from SIMS for Learning Co-ordinators and Pastoral Manager and Senior staff as required
- Provide regular updates on students for staff, e.g. HT, DHT, Heads of Year and Tutors.
- Liaise with Education Welfare and other support services to improve all student related issues such as attendance, behaviour, academic performance, welfare

- Be responsible for organising a daily check on children at risk of truanting
- Carry out periodic post-registration truancy checks
- Chase up and record reasons for absence using agreed systems
- Make contact with feeder primary schools and gain any relevant information about the records of new students
- Work with new and supply staff to ensure that the school system of registration is adhered to as necessary
- Implement the school reward and sanction systems
- Ensure that school registration systems are developed and correctly administered and report on the quality of the registers
- Monitor and maintain the attendance levels of pupils, making referrals where necessary to the Pastoral Manager and or Assistant Head.
- Be the first contact for all attendance issues in school
- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection; reporting all concerns to the appropriate person
- Attend and participate in meetings as required
- Ensure that students with social, emotional and behavioural needs are supported or sign posted to colleagues
- Act as main First Aider(s) and coordinate support from other First Aiders; to have overview of First Aid training and ensure all up to date with relevant training
- To maintain records of student health concerns and arrange training as appropriate (e.g. use of epi – pen, procedures for asthma attack etc)
- To ensure policies relating to medical issues are up to date and maintain paper and computerised records, advise School Leadership Team accordingly
- Work with students with health concerns – support to ensure appropriate attendance at lessons and continuance with learning
- Work with parents of students with health concerns – to ensure maximum student participation as appropriate
- Complete accident reports following incidents
- Ensure School Leadership Team are apprised of findings and recommendations arising from accidents
- Ensure Health Care Plans are in place and provide administrative support in typing up Health Care Plans, liaising with necessary staff as required.
- Be responsible for the medical room ensuring it is kept neat, tidy and well stocked.
- All staff in school will be expected to accept reasonable flexibility in working arrangements and the allocation of duties including duties normally allocated to posts at a lower responsibility level, in pursuance of raising pupil achievement and effective team working
- To receive all items of lost property, maintaining a log of the items reunited with their owners and disposing of all remaining items when appropriate
- Maintain records of school uniform sold, both electronic records and paper records as directed. Order uniform stock.
- To carry out the administrative tasks related to school trips including logging of school trips on Evolve. Liaise with relevant staff regarding school trips and any health care requirements of students on a trip
- Any other duties commensurate with the duties/responsibilities/grade of the post.

This job description sets out only the main duties and responsibilities to this post and does not describe in detail the tasks required to carry them out.

Additional duties:

- Provide hospitality / refreshments as necessary
- Support and attend events (which may be outside of your normal working hours) as directed by the Headteacher / Business Manager (overtime will be offered for such events)
- Undertake general administrative duties, including Reprographics
- Provide cover for absent colleagues when necessary
- Supervise pupils during the lunch period as directed
- Support other Staff in their roles, in line with School priorities
- Such duties and responsibilities may be updated from time to time to reflect any changes to the College. Only significant additional duties or responsibilities as required by the Head teacher / SLT will render the grade of the post liable for re-evaluation.
- Any other duties within the scale of the post
- To be fully First Aid trained and to maintain this qualification

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Employee Responsibilities:

- To play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage staff and students to follow this example
- To support School Policies
- To comply with the school's Health and Safety Policy and associated working procedures, undertaking risk assessments as appropriate
- To comply with the School's Equal Opportunities and Diversity Policy and to ensure that it is implemented within the service area of the post
- To comply with the School's Data Protection Policy and Code of Practice within the service area of the post
- Employees are expected to be courteous to colleagues and provide a welcoming environment to all visitors and telephone caller.
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified
- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description
- The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition
- Expectations of all Staff (Teaching & Support)
- Support the Headteacher and SLT in creating a culture for learning, high standards of achievement and success for all the students
- Fulfil your duty of care for all the students in classrooms and around the buildings
- Carry out all duties and responsibilities in accordance with the school's Mission Statement, contents of the Staff Handbook, policies, current practice and your duty of care for the students' well-being and safety; not to do anything to bring the name or ethos of the school into disrepute
- Work flexibly as a member of a team, and undertake such other duties as may be required within the scope of this post
- Deal with enquiries efficiently and sensitively
- Ensure absolute confidentiality in all matters relating to the students, staff and school business
- You will ensure that the duties of the post are undertaken with due regard to the School's Health & Safety Policy and to their personal responsibilities under the provisions of the Health & Safety at Work Act 1974 and all other relevant subordinate legislation

- Attend and participate in relevant meetings, training, performance development and other activities as required
- To liaise with parents/carers in a calm and professional manner, dealing with enquiries and complaints, and being mindful of the school's reputation
- The person specification outlines what is desirable for the College; other strong experience and qualifications may be considered
- Equally, the person specification outlines what is desirable for the college; other strong experience and qualifications may be considered

Person Specification:

- To be competent in word processing, spreadsheets and have good general computer literacy skills
- Be flexible in his or her approach, willing to work as a team player and to be positive, committed and self-sufficient, taking pride in their work and organising their workload to ensure all deadlines are met
- Experience of administrative support
- Be open to training and development to meet the ever changing demands and opportunities of working in a school as and when they arise
- Be professional in all aspects of their work including presentation and dress code
- Experience of producing reports using Microsoft Office to include documents in Word, Excel Spreadsheets and working from data bases, as and when requested by the Headteacher and/or the Governing Body
- Ensure that all work is completed to high standards and that deadlines are met
- Be (or become) skilled in the use of the school information database system (SIMS)
- To be solution focused and have the initiative and research skills to acquire information when required, or to acquire appropriate help
- Able to form and maintain professional relationships and boundaries with young people
- To organise and set up meeting rooms, and provide refreshments as and when requested
- Be able to communicate effectively with parents and carers, external agencies and other stakeholders. She/he will organise appointments, book rooms, and keep the electronic diaries
- Calm under pressure