



**SUPPORT STAFF
JOB DESCRIPTION**

ROLE TITLE	Student Services Administrator
CONTRACTED HOURS	15 hours per week / 40 weeks per year
LOCATION	County Upper School (may be deployed across the Trust)
GRADE / SCALE POINT – SALARY	Grade 3 (below the bar)
REPORTING TO	Headteacher's PA

INTRODUCTION

All Unity Schools Partnership schools embrace a strong set of values which ensure that pupils learn how to take their place in modern Britain. Every member of staff is required to uphold and promote the values of the Trust in every aspect of their work performance.

JOB PURPOSE

To offer outstanding administrative support to staff and students.

KEY TASKS & RESPONSIBILITIES

- To be the main point of contact for student issues in relation to payment, permissions and calling home
- To be responsible for selling consumables, revision guides, year books and restocking as required
- Managing and loaning new & second-hand uniform where appropriate
- Managing & securely storing confiscated items (mobile telephones, jewellery & clothing)
- Managing lost property and ensure items are stored appropriately
- To be responsible for checking the weekly FSM allocations and updating databases as required, notifying parents of cancellations and the canteen of new student provision
- Follow up on communication systems (e.g. Parentmail / Arbor) in relation to payments, trips and lunches
- Administrative support, including but not exhaustive of updating register lists, creating merged letter
- Provide administration support to SLT when required
- To act as a first aider



SAFEGUARDING

Unity Schools Partnership is committed to safeguarding and promoting the welfare of children and young persons at all times.

The post holder, under the guidance of the Headteacher, will be responsible for promoting and safeguarding the welfare of all children with whom he/she comes into contact, in accordance with the Trust's and the school's safeguarding policies. The post holder is required to obtain a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

GENERAL

1. Actively contribute to and promote the overall ethos and values of the School and the wider Trust.
2. Participate in training and other learning activities and performance development as required.
3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with pupils, parents, staff colleagues, external agencies and any other visitors to the school or wider Trust.
4. Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the Trust's business at all times.
5. Act as an ambassador for the School and the wider Trust within the local community and beyond, ensuring that the ethos and values of the Trust are promoted and upheld at all times.
6. Undertake any other reasonable tasks and responsibilities as requested by the line manager or a member of the Senior Leadership or Trust Executive Leadership Teams which fall within the scope of the post.

April 2026



PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
Education and Qualifications	Good standard of education with Literacy and Numeracy to level 2.	RSA Word Processing level 3 or equivalent preferred.
Knowledge and Experience	Good working knowledge of Microsoft Office tools, in particular Word mail merge and Excel. Proven experience in an administrative customer service or receptionist role.	Previous experience of working within a customer service or administration role. First aid experience.
Skills	Effective communication skills, in order to deal tactfully and sensitively with people at all levels. Good organisational and interpersonal skills. The ability to establish and maintain good working relationships with a wide range of people. The ability to work as part of a team along with the ability to work on own initiative. Ability to make decisions, whilst exercising good judgement. Flexibility to respond to changing demands and the ability to establish personal priorities and objectives and to cope with pressure. Understanding of providing good customer service.	Ability to deal with contentious or unanticipated issues. Experience of working in a busy environment and prioritising workload.
Attitude	An understanding of and commitment to the school's Equalities and Diversity Policy, and the ability to promote this in the day-to-day work of the post. Willingness to work under pressure whilst maintaining a professional attitude. An understanding of and respect for the confidentiality required by the post. Responsible for safeguarding and promoting the welfare of children.	
Keyboard	High level keyboard skills.	
Manual Skills	Routine manual handling skills.	
Level of Autonomy	Able to make day-to-day decisions about own workload, within clear guidelines and procedures. Supervisory assistance is available most of the time.	

April 2026