

JOB DESCRIPTION

JOB TITLE	Student Services Administrator
GRADE BAND	K
RESPONSIBLE TO	Student Services Officer/ Business Services Manager
DEPARTMENT	Student/Student Services Team

SIGNED	
PRINTED	
DATED	

SAFEGUARDING COMMITMENT

The White Horse Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. If successful in being appointed to a post you will be expected to apply for a disclosure from the Disclosure and Barring Service as well as other employment checks before your appointment is confirmed.

JOB PURPOSE

The Student Services Administrator is the first point of contact for students. This may involve medical, pastoral or general administrative enquiries. It is a contact point for parents by phone, email and text. To provide support to SLT effectively and efficiently.

MAIN TASKS, DUTIES & RESPONSIBILITIES

Receptionist:

- To be first point of contact for all students at Student Reception
- To oversee confiscated personal items, e.g. jewellery & phones
- Contact point for parents
- Organise the student receptionist list and reminders each day
- Take daily welfare absence call
- Organise and send notices for the careers advisor, school nurse and any other staff when requested via the student receptionist
- Look after the lost property cupboard and ensure belongings with names are returned
- Liaise with all members of staff within the school and outside staff and agencies when needed
- Collect reply slips and letters from students and ensure the correct members of staff receive them
- Provide emotional support to students and on occasions parents/carers

Administration Assistant:

- Responsible for the Student Reception filing system
- Organise and send letters and emails for staff who request them including letters to parents concerning parents evenings, praise letters, students on report, student receptionist information
- Administer the Pastoral after school and Saturday detention system, where required.
- Support with maintaining and updating student and parent information on MIS, as required
- Take the minutes for the weekly staff briefing and send to all staff, where required
- Assist with organising whole school events
- To complete all admin requirements as requested by the SSSO or SLT

First Aid:

- First point of contact for student and staff first aid/welfare duties. Providing first aid when needed.
- Looking after ill students, liaising with parents/staff etc
- Maintain a central record on MIS and other documentation relevant to school outlining illness, accidents, first aid given and students seen in student reception
- Complete accident forms when needed
- Treat medical conditions when needed
- Liaise with 111 and 999 operators and paramedics when needed
- Liaise with staff regarding first aid boxes around the school, personal responsibility for mini bus and trip first aid boxes and the first aid cupboard. Personally check the first aid boxes around the school on a yearly basis
- Advise relevant department of the replenishment of first aid equipment
- Disinfect the medical room when needed
- Ensure all student's medical requirements are recorded appropriately on MIS

Care Plans & Medication:

- Ensure student medication kept in school is correct, up to and in date, including sending yearly reviews to parents, liaise with school nurse/SLT
- Ensure care plans are ready to take on trips and short term meds if needed
- Ensure necessary students definitely take the relevant / needed medication throughout the day and records are kept

- Ensure short term medication, relevant information and forms are correct, up to and in date and all relevant records are kept
- Ensure students with medical needs have everything they need when sitting exams. Liaise with the exam team
- Assist with ensuring risk assessments are completed and up to date for all medication in school and for the diabetic students when needed

Other Duties:

- Assist with organisation of whole school communication, including social media platforms where required
- Liaise with KS3, 4 & 5 pastoral staff
- Assist in receiving goods in and completing school procedural documentation, where required.
- The post holder is empowered and expected to identify service improvements within all areas of their work, in consultation with their line manager, to ensure efficient working practices.

ADDITIONAL DUTIES & RESPONSIBILITIES

- The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts 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 of 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.
- In fulfilling the requirements set out in this job description, the post holder will apply the TWHF's commitment to equality by treating all employees fairly and without discrimination on the grounds of colour, race, ethnic or national origins, sexual orientation, age, marital status, disability, trade union association or religious beliefs.
- In addition, the job holder will respect the need for confidentiality at all times whilst performing the duties of the role.

PERSON SPECIFICATION

Method of Assessment This table indicates the requirements of the role under section to evaluate the competencies in each area as assessed	Essential or Desirable	Application Form	Interview Stage
Qualifications, Education and Training			
NVQ 3 or equivalent qualification or experience in relevant discipline	E	X	
Minimum of grade A*-C in English and Maths	E	X	
Sound working knowledge of Microsoft Office applications and excellent IT skills	E	X	
Enthusiasm for continued self-learning and development	E		X
Experience and Knowledge			
General clerical/administrative work	E	X	
Sound working knowledge of Microsoft Office applications	E	X	X
Experience in an office or school environment is desirable	D	X	
Customer Care experience	E	X	X
Good numeracy skills	E		X
Skills and Abilities			
Have a meticulous eye for detail	E	X	X
An ability to work independently and be pro-active in all that you do	E		X
The ability to prioritise own workload	E	X	X
IT literate	E		X
Excellent communicator	E		X
Values and Behaviours			
Excellent communication skills	E	X	X
Friendly, cheerful and helpful manner	E		X
A flexible work ethic	E		X
Understands and maintains confidentiality at all times	E	X	X
Contacts and Relationships			
Students/Parents and Carers			
Welfare Team/External Visitors/Contractors			
999/111 Operators/Paramedics when on site			
Principal/Governors and Colleagues			
Physical, Mental and Emotional Demands			
Dealing with students, parents and carers who may sometimes make emotional demands	D	X	X
Complete First Aid training	E		X
Special Requirements			