



Rossall

INSPIRING EXCELLENCE

*Head of
Student Services*



APPOINTMENT BRIEF

September 2021



ABOUT ROSSALL SCHOOL

Founded in 1844, Rossall is a co-educational boarding and day school with an illustrious history and a clear strategic vision for the future. Situated on the Fylde Coast, the majestic backdrop of the Cumbrian Peaks and the Irish Sea provide a spectacular environment within which a community of some 780 boys and girls are inspired to fulfil their potential. The School provides a unique educational experience underpinned by a strong commitment to academic excellence and co-curricular participation. Successive generations of Rossallians have made a profound impact in fields as diverse as medicine, literature, music, politics and technology.



Academic results are superbly strong. The School has an IBDP average of 35 and this year over 60% of A level grades resulted in an A* or A. Almost two thirds of our Upper Sixth progress to Top 20/Russell Group universities. Additionally, this year, three students won full sports scholarships to the US whilst others are proceeding to top universities in Paris, Milan and Hong Kong - to name but a few. Rossall is an inclusive school with an intellectually dynamic culture that encourages young people to embrace the highest of aspirations.

Regionally, Rossall has now reclaimed its place as one of the top performing independent schools in the North West. Perhaps most importantly, it is a school community with a huge heart and this manifests itself in happy and confident children and a staff body committed to providing the very best context within which young people may live, learn and play.

The student roll has grown very significantly in recent years and this is reflective of the School's outstanding reputation both regionally and nationally. Student numbers are very healthy and the school has emerged from the recent pandemic in a strong position financially. This position has become available due to Dina Porovic's promotion to the role of Senior Deputy Head.

In 2019, the School embarked upon an ambitious development plan which placed a strong emphasis upon the provision of outstanding teaching and learning. The School is committed to ensuring that Rossall is recognised regionally and nationally as a progressive and aspirational School community committed to the professional development of all staff. The establishment of a thriving Leadership Academy is reflective of the growing number of aspirant educational practitioners who have decided to develop their careers here at Rossall.



This September, we have become an All-Steinway School and launched an International Piano Academy. The newly refurbished Pre-Prep School was opened at the end of the Summer Term and work will soon commence on our Science Building.

We strive to develop in our pupils a lifelong love of learning, a sense of moral purpose, and a belief in their own power to do good in the world. We prepare them to lead successful personal lives and productive professional lives. Our students are confident and compassionate. Increasingly they assume responsibility for their own learning and they are encouraged to be both critically reflective and resilient. We have the highest aspirations for our boys and girls and, as an IB World School, we endeavour to ensure that our pupils are intellectual risk-takers, open-minded and persuasive communicators. We desire for them to develop an intrinsic interest in the subjects that they are

studying and to view the formal curriculum as constituting a starting point as opposed to an end in itself. Opportunities for academic enrichment abound and pupils are able to benefit from involvement in activities such as the Model United Nations and subject specific societies.

It is an inclusive and diverse School community with a roughly even split between day pupils and those who board. The internationally-minded nature of the School is as defining an aspect as its architectural beauty and fascinating history. In 2021, we had a full ISI compliance inspection. **We were judged to be compliant in every regard. In 2019, an educational quality inspection deemed the quality of pupil's personal development to be excellent.**

The School is a liberal and progressive community and we are committed to ensuring that our provision is outstanding in every regard. Student voice and our mental health provision are key focuses within our development plan and it is our ambition to be sector leaders in this.



The School is ranked number one in the UK for golf and our growing football academy is one of the standout provisions in the country. Both our boys and girls First XI hockey teams progressed to the final eight of national competitions in 2020. We are in the process of launching an International Performing Arts Academy and a Girls' Elite Football Programme in partnership with England and Chelsea footballer Millie Bright, and Fleetwood Town Football Club.

We recognise that parents expect the best for their children; therefore we continue to invest significantly in our expansive campus to provide a modern, comfortable location where boys and girls from 3 months to 19 years of age will find a safe, yet stimulating environment with all they need, in school as well as during leisure and social time, to get the most from their stay with us. Our holistic vision of education is predicated upon excellent personal relationships with our families.



Popular with overseas and British pupils alike, our school has a unique identity and a strong sense of community spirit. Here, boarders from around 50 countries mix with British pupils to create an environment within which children are able to develop a truly international perspective and forge lifelong friendships with others from around the world.

Ours is a community based on trust, mutual respect and compassion, and we expect every member of our school to uphold these values, on and off the campus.

Rossall is an inspiring place to live, learn and work; we are fortunate to attract fantastic students and staff to join us on our beautiful campus by the sea!

MEET THE ROSSALL TEAM ROSSALL'S LEADERSHIP EXECUTIVES

Leading the school is Headmaster, Mr Jeremy Quartermain, and four fellow Leadership Executives. They are joined by the extended Senior Leadership Team.



Mr Jeremy Quartermain
Headmaster



Mrs Emma Sanderson
Bursar



Ms Dina Porovic
Senior Deputy Head



Mrs Emma Williams
*Deputy Head (Boarding
& Safeguarding)*



Mr Matt Turner
*Head of
Preparatory School*

HEAD OF STUDENT SERVICES

A dynamic and enthusiastic Head of Student Services is required to join this flourishing co-educational boarding and day school. Reporting to the Deputy Head (Pastoral) the purpose of the role will be to ensure that a student's journey (from the point of admission) is individually tailored to meet their personal needs. The Head of Student Services works with the Admissions Department and Boarding Team to ensure excellent communication between internal departments and with our families. The ultimate responsibility of the role is to ensure an outstanding quality of service to families as we welcome them into the Rossall community. Starting boarding at a School overseas is potentially stressful for families and children alike. The Head of Student Services is here to ensure that this experience is calm, positive and well-organised.

The administrative aspects of the recruitment process is driven by the admissions department and it is the Head of Student Services role to ensure that the relationship between new families and boarding houseparents is embedded ahead of the student's arrival here at Rossall.

Key Responsibilities

This is by no means an exclusive list as

Family and Student Liaison

- Following agreed procedures to ensure the professional and timely response to parental enquiries related to boarding. This means acting as a conduit for questions relating to flights, quarantine, arrival, airport transfers etc.
- Creating a dynamic and individual response to the needs of each family
- Send/email relevant literature to prospective parents, guardians and agents
- Check all student information is complete on iSams before each student arrives
- Provide new starter paperwork such as uniform list, handbooks, bus timetables etc to all international parents.
- Ensure the smooth transfer of new pupils to 'current' new starter status.
- Meet all new students and ensure that they have a starter pack and refreshments etc.
- Ensure that all arrivals (including those entering quarantine houses) meet their houseparent at the School reception.
- Coordinate all COVID tests required for new or returning students.
- Ensure that all houseparents are fully apprised of each new addition to their house. This must include information about the family, discussion of references, academic needs, and any health issues or learning needs.
- Ensure new students have school iPads and correct login details.
- Liaise with the Head of Learning Development, Head of Health and Wellbeing and Head of EAL Department to ensure that programmes, and measures are in place to support every aspect of the student's needs. It is the Head of Student Services responsibility to take a holistic view of the student and to ensure that key staff are fully apprised of the student's needs in advance of their arrival.

Events, Visits and Taster Days

- Organise family and agent visits to the school upon request including including liaising with relevant staff and pupil guides.
- Organise all necessary paperwork regarding visits and new starters and liaise with Heads of Year and Heads of Section.

Travel

- Maintain the travel database ensuring that all flight and travel details are accurately recorded at the start and end of each term
- Organise airport collections and drop offs - including booking minibuses and drivers
- Organise the daily school bus routes ensuring that all routes are covered with regards to minibuses and drivers, and that all children have a place on the correct bus

Guardians

- Ensure that all overseas students have a Guardian registered on the school system
- Make periodic 'spot checks' to Guardians during holidays to ensure the student is resident with them.

Logging processes

- Keep accurate and detailed checklists/logs to ensure that, from a school perspective, we are prepared for the arrival of each student.

Marketing Support and Team working

- Work with the Marketing Team to support requirements for exhibitions, fairs and School events.

General Duties

- Other ad-hoc duties to support the Administration Function.
- Maintain an up-to-date knowledge of curriculum content, examinations and co-curricular activities across the School, including GCSEs and IB.
- Undertake additional duties as requested by the Head of the School and Senior Deputy Head

Customer Service

- Ensure excellent Customer Service within Rossall for both prospective and current parents, and visitors.
- Maintain continuous dialogue and feedback as regards customer service with all relevant stakeholders.
- Ensure timely responses to all customers' emails according to the 24 hour service level agreement.

Other

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, relating all concerns to the appropriate person.
- Be aware of and support differences and ensure equal opportunities for all.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings and training as required.
- Participate in training and other learning activities and performance development as required.
- To undertake any related activities or duties from time to time.
- Undertake evening and weekend work as required in relation to the role.

The post-holder must adhere to and ensure compliance with the School's Safeguarding and Child Protection Policy at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School, they must report those concerns to the DSL or to the Head immediately.



PERSON SPECIFICATION

The successful candidate will be an excellent communicator with the ability to build relationships with parents and agents across the world. The role would suit someone looking to develop their portfolio of customer facing experiences and who is interested in developing a truly global outlook and culturally contextual approach to working with people.

Customer service / interpersonal skills - Ability to build rapport and communicate persuasively and sensitively with people of different backgrounds and every level of seniority. A good sense of humour and fun.

Communication - Ability to communicate (in writing and orally) with parents and a variety of key stakeholders.

Listening skills - Ability to actively listen to prospective families, converse in an empathetic/reactive manner and ensure a bespoke verbal response to each family's educational and pastoral situation during meetings.

Good organisational and time management skills - Ability to prioritise a demanding workload that is full of variety; persistence in following through multiple projects over long periods in a timely manner.

Reliability - Attention to detail and deadlines; ensuring promises of responses to internal and external customers are completed in a timely fashion

Creativity - Can adapt to new situations and address problems from new perspectives.

Engagement - An understanding of and belief in, the aims and ethos of independent education in general and Rossall School in particular.

IT awareness - Competence in standard office software (word-processing, presentation and spreadsheet packages).

Travel – The willingness to travel overseas as and when required



BENEFITS OF SERVICE

The position is a full time post, all year round. The salary will be £23,000 - £25,000 per annum.

Holiday entitlement is 25 working days per annum plus Bank Holidays.

In addition to providing a great place to work, we offer a generous remuneration package to colleagues which includes:

- Membership of the school contributory pension scheme
- Free lunch and refreshments during term-time
- Free parking on site
- Medical centre on site during term time
- Free use of the School swimming pool, gymnasium and sports facilities
- A generous discount on the School fees of employees' children attending the School (except the Nursery)

Given the nature of the role, school accommodation is available within a residential property offering a private bedroom and shared kitchen/bathroom facilities.

APPLICATION PROCESS

To apply, please complete the application form available on the School website, ensuring that your referees include your current or most recent employer.

Your letter of application should be addressed to the Headmaster. It should be no more than two sides and clearly outline your suitability for the role with reference to the Job Description and Person Specification. You should also explain clearly why you want to work at Rossall.

Send your completed application to the Headmaster c/o Mrs Stephanie Capstick (Head of HR and Compliance).

POST:

Mrs Stephanie Capstick
Head of HR and Compliance
Rossall School
Broadway
Fleetwood
Lancashire FY7 8JW

EMAIL:

hr@rossall.org.uk

KEY DATES:

Deadline for submission of applications 4 pm Wednesday 29th September 2021