



Orleans Park

# RECRUITMENT PACK

**Vacancy** Student Services Officer

**Deadline** 10am on Friday 9 May 2025



## Student Services Officer

Required May 2025 or as soon as possible

Permanent contract

37.5 hours per week, 39 weeks per year (Term time)

NJC Salary Scale 6 (Actual salary: £30,792 - £31,716)

Orleans Park is a successful and oversubscribed 11-18 mixed comprehensive that serves its local community in Twickenham with over 1,350 students. The dedicated staff work hard to ensure students are successful and leave as responsible citizens and confident individuals.

We are seeking a highly organised and proactive Student Services Officer to join our thriving school. This is a busy, student-facing role within our dynamic secondary and sixth form school, and the successful candidate will work independently within a small, dedicated team to provide a calm and supportive environment for our students.

The ideal candidate will:

- **Be highly organised** and able to manage a fast-paced workload effectively.
- **Remain calm under pressure**, ensuring students feel supported even in busy and challenging situations.
- Have **previous experience working in a school setting** (preferred), understanding the demands and environment of an educational establishment.
- Be **comfortable using spreadsheets and school MIS systems** to manage data and provide accurate reporting.
- Be **extremely proactive**, taking initiative and anticipating the needs of students and staff alike.
- Be **self-sufficient** and happy to work independently, with limited supervision, while contributing to the small team when required.
- Have a **willingness to complete first aid training**, including attending a 3-day intensive first aid course and any other relevant medical training.

This is a rewarding and fast-paced role, offering a real opportunity to make a positive impact on the wellbeing and success of our students. If you're an organised, calm, and proactive individual with experience in a school environment, we'd love to hear from you.



What's it like to work at Orleans Park? Click the icon to find out.



To see a short film about our school, click the icon.





Applications are shortlisted for interview as they are received so early application is encouraged and we reserve the right to commence the interview process and close the vacancy prior to this date.

**Closing date for applications: 10am on Friday 9 May 2025**

Orleans Park is committed to continuing to make diversity, equity, and inclusion part of everything we do. Ensuring that we are always recruiting, retaining and promoting a diverse mix of colleagues who are representative of the diversity in our local communities gives us a great opportunity to have access to a broad range of ideas and allows us to provide an outstanding education to our young people and an outstanding place for people to work.

In line with the statutory guidance document Keeping Children Safe in Education (2024) the school will conduct online searches after the shortlisting process for any candidates who accept an invitation to interview. The appointment is subject to satisfactory pre-employment clearances including references, medical clearance and an enhanced DBS Disclosure. Orleans Park is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. We are an equal opportunities employer.



### Job Description

Job Title:	Student Services Officer
Reporting To:	Office Manager
Grade/Salary Range:	NJC Scale 6
Hours/Weeks:	<ul style="list-style-type: none"> <li>• 37.5 hours per week</li> <li>• 39 weeks per year (term time only)</li> <li>• Hours 8am to 4pm, Monday to Friday (this includes a 30 minute unpaid lunch break)</li> <li>• Holidays are not to be taken during term time</li> </ul>

#### Job Purpose

The Student Services Officer is responsible for overseeing the care and well-being of students, managing key administrative tasks such as the coordination of free school meals, Yondr Pouches, safeguarding, and producing daily and monthly student behaviour reports for the Senior Leadership Team (SLT). The role also includes being the Lead First Aider, providing basic first aid to students, including those with specific medical needs such as diabetes and epilepsy. This includes taking ownership of the well-equipped medical room and implementing individual care plans.

This is a fast-paced and demanding administrative and student-facing role within a large 11-18 secondary and sixth form school. The Student Services Officer will work closely with a small team and collaborate with relevant staff members to ensure a safe, calm, and supportive environment for students. The role requires someone who is confident working independently and is proactive in finding solutions.

**Systems Used:** SIMS MIS, Medi-Tracker, G-Suite

**Key Relationships:** Office Manager, Deputy Headteacher, Receptionists, Safeguarding Leads, Attendance Officer.

#### Main Duties and Responsibilities

##### Medical

- **First point of contact** to administer basic first aid in school
- **Manage day-to-day incidents**, reporting on Medi Tracker and contacting home where necessary
- **Responsibility to ensure** that all care plans are received and appropriate forms are completed and submitted by families of students with medical conditions – including onboarding new students, such as the Year 7 cohort
- **Liase with families** to ensure emergency medication is stored on site for students with medical care plans, and that proper procedures for receiving and storing medication are always followed
- **Organise school vaccination days** with the external NHS Immunisation Team



### Responsibility Resilience Respect

- **Responsibility for the first aid room**, ensuring it remains well-equipped and adequately stocked
- **Maintain all first aid packs** around the school and prepare packs for school trips/visits, ensuring the trip leader is informed of any medical conditions requiring risk assessment
- **Ensure correct implementation** and staff awareness of individual student medical profiles (e.g., allergies, asthma, diabetes, epilepsy), and maintain the up-to-date digital medical information booklet
- **Monitor student visits to the Medical Room** to identify recurring issues or patterns and refer concerns to the Safeguarding/Pastoral team when appropriate
- **Keep qualifications valid** and attend refresher First Aid training as required
- **Stay up-to-date** with the school's First Aid Policy

#### Student Support

- **Provide efficient, professional** and welcoming front-line support to students throughout the school day
- **Assist students with daily issues** such as uniform concerns, lateness, and lost property
- **Issue and manage student passes**, late slips, and other school documentation as required
- **Communicate with parents/carers**, including making phone calls home when necessary
- **Liaise with the Pastoral Team** and/or Safeguarding Leads in emergency or welfare-related situations
- **Support student wellbeing** by responding calmly and appropriately to student concerns or needs
- **Maintain accurate records** of student interactions, incidents, and follow-ups
- **Monitor and manage student attendance** queries in collaboration with the attendance officer (if applicable)
- **Refer students to appropriate staff** or services within the school when additional support is required
- **Ensure the student services area** is organised, presentable, and operates efficiently throughout the day.

#### Administration

- **Full Yondr Pouch Administration**, working under the direction of the Deputy Headteacher. This includes allocation of pouches, managing the detox box, keeping spreadsheets up to date, and calling home where necessary.
- **Daily/Weekly/Monthly reports** for Behaviour and Exclusions and any other student-related report, as requested/directed by the Senior Leadership Team.
- **Responsibility for Free School Meals** administration and applications, including communication with families and internal personnel where appropriate. This will include all new applications for Year 7 starters.
- **Taking direction from the school's Safeguarding Leads** with regards to required safeguarding administration, also working alongside the Admissions Officer during each annual Transition, for collating safeguarding files/information for applicable students.
- **Monitoring ParentPay** for payment of student ID cards/lanyard payments and distributing in line with the time frames of school policy, liaising with the IT Department when necessary.
- **Keeping stock levels** of student lanyards and ID card holders, ensuring supplies are always sufficient and ordering when necessary via the Finance Office.
- **Ensuring all personal data** is handled and stored confidentially in line with current GDPR regulations.
- **Supporting the organisation** and preparation of school events or meetings that involve administrative support.
- **Assisting with student transitions**, including providing administrative assistance for Year 7 intake and other new student enrolments.

This job description is not exclusive of the full range of professional duties of the post holder. Additional/alternative reasonable tasks may be required by the school at the discretion of the Line Manager or Headteacher.





Person Specification

	Essential	Desirable
<b>Qualifications</b>	English and Maths Grade C /Grade 5 or above in GCSE (or equivalent)	Further qualifications  Bachelor's degree
<b>Experience</b>	First Aid/medical experience or a willingness to be trained. We are able to renew any lapsed first aid certificate where necessary.  Experience of working within a school/educational setting is preferred.	Experience of working in a similar role  Experience of working in a Secondary School
<b>Skills and Abilities</b>	<p><b>Good standard of literacy</b> and confident understanding of English grammar</p> <p><b>Effective IT skills</b> and confidence in using both Google Workspace and Microsoft Office Suite</p> <p><b>Competent in spreadsheets</b>, including data entry, and running reports from administrative and student information systems</p> <p><b>Strong communication skills</b> - able to communicate effectively on the telephone, in person, and in written correspondence</p> <p><b>Integrity and discretion</b> with handling confidential or sensitive information</p> <p><b>Able to work independently</b>, using own initiative to solve problems and manage tasks</p> <p><b>Excellent organisational skills</b> with attention to detail in administrative and record-keeping tasks</p> <p><b>Proven ability to prioritise</b> and manage a high-volume workload under pressure</p>	<p><b>Familiarity with school management information systems (MIS)</b> such as SIMS</p> <p><b>Current First Aid Certificate</b> or experience providing first aid in a school or similar setting</p> <p><b>Understanding of child protection</b> and student wellbeing protocols</p> <p><b>Experience of supporting student welfare services</b></p> <p><b>Ability to assist in organising</b> school events, excursions, or student programs</p> <p><b>Basic knowledge of database management</b> or data analysis to support reporting tasks</p> <p><b>Ability to support diverse</b> student populations, including students with additional needs</p> <p><b>Knowledge of relevant education department policies</b> or administrative procedures</p>





Person Specification

	Essential	Desirable
Qualities	<p><b>Empathetic and student-centred</b> approach, with a genuine care for student wellbeing</p> <p><b>Calm and composed</b> under pressure, especially in fast-paced or emergency situations</p> <p><b>Reliable and dependable</b>, with a strong sense of responsibility</p> <p><b>Trustworthy</b> with a high level of discretion and respect for confidentiality</p> <p><b>Professional and courteous</b> manner when interacting with students, families, and staff</p> <p><b>Proactive and solution-focused</b> mindset - willing to take initiative and resolve issues</p> <p><b>Team-oriented</b> with a collaborative attitude, yet confident working independently</p> <p><b>Flexible and adaptable</b>, open to changing tasks or routines as needed</p>	
Safeguarding	A demonstrable commitment to safeguarding and promoting the welfare of children and young people	
Equal Opportunities	<p>A demonstrable commitment to equal opportunities</p> <p>Ability to promote and support the school's Equal Opportunities Policy</p>	
Continuing Professional Development	Undertake any necessary professional development as identified in the School Improvement Plan taking full advantage of any relevant training and development available.	





To apply for this position, you will need to complete an Orleans Park Application Form. As part of the application process, your form must include a supporting statement, which specifically addresses your own qualities and strengths in relation to the advertised role.



Click the icon to download and complete your application form.

Shortlisted candidates will be invited to tour the school and to talk to colleagues before the formal interviews begin.

Please do not hesitate to contact the recruitment team if there is anything you wish to discuss before submitting your application. You can email them at [recruitment@orleanspark.school](mailto:recruitment@orleanspark.school)



To see how the school uses prospective candidate's personal data, click the icon.





# Safeguarding Statement

Responsibility Resilience Respect

The Governors and staff of Orleans Park fully recognise the contribution they make to safeguarding children. We recognise that all staff, including volunteers, have a full and active part to play in protecting our students from harm.

All staff and Governors believe our school is a place where students feel secure, are encouraged to talk, are listened to and are safe. We shall provide a caring, positive, safe and stimulating environment that promotes the social, physical and moral development of the individual child.

Adam Gladstone is our Designated Safeguarding Lead who has been nominated to liaise with the LADO, when necessary.

The aims of the policy are to:

- Protect young people at our school from maltreatment
- Prevent impairment to the health or development of our young people
- Ensure that all young people at our school grow up in circumstances consistent with the provision of safe and effective care
- Take action to enable all children to have the best outcomes.

We believe that everyone who comes in contact with young people and their families has a role to play in safeguarding them.

The elements of our policies are: Prevention, Protection and Support.



Click the icon to read our full Safeguarding Policy.





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