**STUDENT SERVICES SUPERVISOR**

**JOB DESCRIPTION**

**Hours of work:** 17 hours per week term time only. To be worked over 2.5 days Monday to Wednesday with flexibility to swop days with the Student Services Manager on occasion in order to cover the whole school week.

**Salary:** Scale H5

**Reports to:** Student Services Manager

**Purpose of post:**

The post holder is required to support the Student Services Manager in the efficient day to day running of Student Services by deputising for them in their absence.

**Main duties and responsibilities:**

* To deputise for the Student Services Manager in their absence, ensuring the day to day allocation and smooth running of all administration work passed to Student Services. This includes:
* Oversight of pastoral functions, including the administration and processing of letters, detentions, reports and lists;
* Oversight of the Student Reception functions, including the administration of telephone calls, student queries, foyer system, student tours, lost property and uniform store;
* Oversight of the ParentPay, locker and keys functions.
* To work as part of the Student Services team covering Student Reception, Pastoral and ParentPay duties as required.
* Administration of mid-year student admissions.
* Administration of Free School Meals process.
* Administration of parents’ evening process.
* Assisting with the administration associated with various school events and activities.
* Assisting with the administration of extra-curricular and intervention activity timetable.
* Answering and dealing with telephone and email enquiries and queries from parents and the general public.
* Dealing face to face with students and members of staff with their enquiries and problems.
* Administration of the school’s communication systems to parents and students including InTouch, website and student information screens.
* Attending the Student Services Leadership Team meetings as required, arranging refreshments, taking precise and accurate minutes and circulation of those minutes.
* General typing and administrative duties, including creating and updating lists, records and reports.
* Carrying out other duties and responsibilities as commensurate with the role as necessary.

**General:**

* To act as first aider. Appropriate training will be given.
* To drive the minibus if required, subject to training being carried out and licence requirements.
* To assist on one of the result days in August on a rota basis for which time in lieu will be given.

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**PERSON SPECIFICATION**

**Essential:**

* to have experience of working in an administrative / clerical role.
* ability to manage time efficiently and effectively, to prioritise work and to work independently.
* to relate positively to students and be helpful and patient.
* to maintain confidentiality in relation to all student and staffing matters.
* to have good customer care skills when dealing face to face and over the telephone with students, parents, visitors and staff.
* to present the school in a professional, courteous, friendly and business-like manner.
* to possess a pleasant personality and a good sense of humour.
* to be smart and presentable.
* to have excellent IT skills especially in Word and Excel.
* to pay attention to detail in all work produced.
* to be very well organised, methodical and accurate.
* strong desire to develop own skills and to support others in developing their skills.
* to be flexible in approach and happy to do whatever is required.
* to have excellent attendance and punctuality.
* to have a positive outlook and a “can do” approach; show initiative and a willingness to work as part of a team.
* to be committed to the principles and practice of equal opportunities.
* to be committed to student welfare and safeguarding principles of the school.

**Desirable:**

* to have experience of supervising colleagues.
* current and/or previous experience of successful work in a school or college.
* experience of using SIMS.