



Job Description and Person Specification

JOB TITLE	Student Services Officer
RESPONSIBLE TO	Academy Operations Officer & Assistant Principal
GRADE	Grade 5
SALARY	£26,403 to £28,142 per annum (Actual salary £22,781 - £24,281 based on 39 weeks)
HOURS	Term time - 39 weeks, 37 hours each week, 8:21am – 4:15pm

JOB DESCRIPTION

Overall purpose of the post:

To oversee the daily operation of the academy's Students Service office and Reward Shop. The role supports the school's positive behaviour policy by promoting recognition, engagement and responsibility. The post-holder is a key point of contact for students, staff, and parents, providing high-quality support, guidance, and care throughout the academy day.

Main Duties and Responsibilities:

- Be an active member of the Pastoral Administration Team, providing a high-quality service to the students such as first aid or wellbeing and general queries
- To act as first point of contact for students requiring assistance
- Oversee the day-to-day running of the academy rewards
- Maintain accurate records of shop items, stock, transactions and student engagement
- To be available and approachable to student's needs, referring onwards to Form Tutors, Heads of Year as required
- Act as a First Aider, including maintaining student records and care plans and recording incidents in the accident book
- Order stocks of first aid supplies
- To be responsible for the regular checking of and restocking of first aid kits throughout site
- To support with planning and oversight of vaccination processes
- Manage and distribute lost property, maintaining clear systems for recording and returning items
- Supervision of students during lunch and break times.
- To support in the preparation of whole school events, open evenings, parents evening, etc
- To undertake a range of office duties
- To ensure that all activities undertaken are done so safely and to report any unsafe practices or conditions identified as soon as possible to a senior manager



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Additional Responsibilities:

- To comply with the academy policies and procedures at all times
- Deal with any immediate problems or emergencies according to the academy's policies and procedures
- Respect confidential issues linked to home/students/teacher/academy work following the Trust's Data Protection and Freedom of Information Policy
- Undertake Fire Marshall duties in the case of fire and/or emergency evacuation where applicable
- To comply with the academy's Child Safeguarding Procedures, including regular liaison with the academy's Designated Safeguarding Lead over any safeguarding issues or concerns
- Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation

Personal Contacts:

- **External:** Contractors, suppliers, parents and external agency professionals.
- **Internal:** Students, staff, Governors, parents and any other visitors to the academy.

This job description may be subject to change, following consultation between the post holder and the academy.

PERSON SPECIFICATION

Qualifications	Essential	Desirable
Level 2 Qualifications in English and Maths or equivalent	✓	
MS Office Skills	✓	
First aid qualification or willingness to gain one	✓	
Willingness and ability to obtain and/or enhance qualifications and training and development in the post	✓	
Experience		
Experience of working in a busy environment	✓	
Experience of using school MIS (we currently use Bromcom)		✓
Skills		
Ability to effectively communicate with a range of audiences	✓	
Ability to respect and maintain confidentiality	✓	
High standard of written communication skills	✓	
Excellent time management and organisation skills	✓	
Ability to relate to students in a pleasant and sympathetic manner and to recognise potential child safeguarding issues	✓	



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Understanding of academy child safeguarding procedures		✓
Other		
Satisfactory DBS and recruitment checks	✓	