

Job Description – Learner Support Officer

Job title	Student Services Officer
Grade	Support Staff Scale Band C, pt 4 – 14. 37 hours a week, term time only (39 weeks per year)
Responsible to	Head of School and Vice Principal
Responsible for	To provide support service to all learners as an integral part of the comprehensive structures we have in place to ensure the safety and well-being of our learners.
Effective from	September 2026

SUMMIT LEARNING TRUST Success through endeavour Ambition through challenge Strength through diversity

Role Purpose:

- To support the Head of School in ensuring the school's commitment to safeguarding and promoting the welfare of children is delivered through supporting our learners with a wide range of issues.
- Provide a high-quality service to the learners on a variety of matters, including first aid or wellbeing support, general queries, lost property, contacting parents/carers.
- Lead on the provision and updating of Risk Assessments for learners based on their medical or mobility needs and supporting the academy through the accurate and efficient completion of administration tasks when required.

Key Functions:

- Take lead responsibility for first aid in the academy.

Main Duties and Responsibilities

- Act as a first point of contact for learners accessing Student Services throughout the school day.
- Provide support and guidance to learners presenting with wellbeing, welfare or medical concerns.
- Respond appropriately to learner needs, seeking support from pastoral and safeguarding colleagues where necessary.
- Manage learner enquiries and provide practical support relating to daily school life, including lost property, welfare concerns and general student services matters.
- Build positive and professional relationships with learners, parents/carers and colleagues.

- Support learners and families in accessing appropriate internal and external support services.
- Contribute to the academy's commitment to inclusion and removing barriers to learning.
 - Assess and administer First Aid to learners' and colleagues, taking appropriate action in the event of an emergency and communicating with colleagues and parents/carers as necessary.
 - Be responsible for administering prescribed drugs, which are necessary to be taken by learners during the school day, ensuring that parental consent is obtained and recorded.
 - Be responsible for the safe keeping of prescribed drugs in a locked cupboard.
 - Attend to minor medical needs of learners, such as administering plasters, bandages etc as required, and look after learners who feel ill, informing the Safeguarding Lead in the event of more serious medical concerns and make the necessary arrangements for parents/carers to be contacted.
 - Advise on general health matters as presented by colleagues and learners, communicating with parents/carers as appropriate.
 - Liaise with internal and external health agencies when appropriate and necessary
 - Co-ordinate, administer and maintain Medical Plans for learners with specific medical needs in conjunction with parents/carers and medical professionals (when appropriate).
 - Meet with learners returning to school after an injury which impacts mobility, hearing or sight and agree a personal emergency evacuation plan and risk assessment, liaising with the Heads of Year and relevant colleagues as required.
 - Undertake, record and update all Risk Assessments and PEEPs relating to learner's health or mobility needs.
 - Manage the administration of learner information using school systems or trips and visits pertaining to support needs.
 - Ensure that learners with medical needs who are attending school trips have the required medication and follow up with parents/guardians when necessary.
 - Liaise with the Pastoral leads regarding confidential medical matters
 - Keep an up-to-date accident record book, including details of injuries, make any required RIDDOR reports for accidents at work and refer to the relevant colleague.
 - Carry out monthly stock audits of all First Aid boxes and First Aid kits throughout the school (including those used for trips) and ensure they are replenished.
 - Ensure all emergency First Aid medical equipment is in good working order.
 - Be responsible for maintaining stocks and ordering medical supplies and equipment in order to ensure adequate emergency medical resources exist within the school.
 - Take responsibility for Student Services space and ensure it remains an accessible and open space for learners
 - Maintain confidentiality of information acquired while undertaking duties for the school.
 - Be sensitive and helpful when dealing with parent/carer enquires.

General Duties

- Undertake general administrative duties and provide administrative support to teams within the academy.
- Comply with individual responsibilities, in accordance with the role, for health & safety in the workplace.
- Ensure that all duties and services provided are in accordance with the school's Equal Opportunities Policy.

Safeguarding

- Lyndon School is committed to keeping children, young people and vulnerable adults safe. The post holder is responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults that she/he is responsible or come into contact with.
- Whilst every effort has been made to explain the main duties and responsibilities of the post it may not identify every individual task that is required. You may be asked to carry out any other duties as commensurate within the grade in order to ensure the smooth running of the academy.

Notes

- This job description is not necessarily a comprehensive definition of the post.
- It will be reviewed regularly and may be subject to modification or amendment at any time after consultation with the post-holder.

Job description issued by the Principal:	
Copy received by:	
Date:	

We are an equal opportunities employer and we are determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender reassignment, age, disability, religion or belief, sex, sexual orientation, marital status, pregnancy/maternity or race.

The Summit Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all colleagues to share this commitment. All appointments will be subject to an enhanced DBS check, including a Children's barred list check. Online searches of shortlisted candidates will also be conducted.