



WOODBRIDGE HIGH SCHOOL

Student Services Manager

Line Manager: Administrative Services Manager

Grade: LBR 6

Working Pattern:

- Full Time (Term Time Only)
- 36 hours
- 8.15am to 4.00pm with 30-minute lunch break

Job Description

Purpose

To lead and manage the school's Student Services hub, ensuring the efficient operation of the Medical Room, the co-ordination of all first aid, and the provision of a central support service for student welfare, enquiries, and logistics. This role is the first point of contact for student support and medical needs.

Key Responsibilities

Line Management & Strategic Oversight

- Manage Student Services staff (e.g., medical room staff, admin staff) and co-ordinate the First Aid team, including appraisal, training, and deployment.
- Develop and maintain efficient and effective systems for all areas of responsibility, including medical records, confiscations logs, lost property and uniform logs, ensuring compliance with school policy and data protection.
- Ensure all first aid and medical staff have a sufficient level of proficiency to administer both physical and mental health first aid.
- Liaise and co-ordinate with internal services (e.g., Wellbeing Team, SENCO, Year Coordinators) and external agencies (e.g., local authority nursing provision).

Daily & Regular Tasks (Medical Room & First Aid)

- Act as the lead first aider, triaging, assessing, and administering first aid to students and staff, and responding to medical emergencies.
- Respond to all radio requests for first aid and student welfare assistance.
- Manage all student medication, including obtaining parental consent, maintaining records, and conducting regular checks of emergency medication (e.g., EpiPens, asthma pumps).
- Ensure all medical records, consent forms, and incident reports are meticulously maintained and saved correctly.
- Keep the medical room clean, orderly, and well-stocked.

Daily & Regular Tasks (Student Services Hub)

- Manage the student helpdesk, acting as the first point of contact for all student requests and enquiries.
- Manage the school's confiscations procedure, ensuring items are safely logged, stored, and returned in line with school policy.
- Oversee and manage the school's lost property system.
- Manage the student uniform loan system, recording and tracking items and contacting parents as needed.
- Manage the organisation and deployment of student monitors.
- Oversee the management and issuing of student lesson passes (e.g., medical, toilet, time-out cards), checking updates with Year Coordinators and the Family Support Team.

Seasonal, Annual & Ad-Hoc Tasks

- **Termly:** Conduct audits of all First Aid boxes across the school, check defibrillator units, compile and distribute the First Aid duty rota, and manage student vaccination programmes (booking, rotas, notifying).
- **Annual:** Manage the medical and welfare intake process for new Year 7 and Year 12 cohorts, including liaising with primary schools, contacting parents, and collating Healthcare Plans (HCPs).
- **Annual:** Oversee the management of existing student HCPs and update summary folders.
- **Annual:** Manage the return of medication for leavers and archive all medical records in line with retention policies.
- **Ad-Hoc:** Prepare medical bags, contact lists, and FSM orders for all school trips and chase the return of bags.
- **Ad-Hoc:** Manage the medical and welfare process for casual student admissions or leavers.
- **Ad-Hoc:** Support the wider admin function as required.

Generic Duties and Responsibilities

- Undertaking the necessary training required in order to keep up to date with developments as identified through appraisal.
- Ensuring compliance with the school's Health and Safety Policy, personally contributing to an environment that welcomes diversity and respects individuals.
- Performing other such duties of a similar nature as from time to time may be required. Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively, and successfully to the school's ongoing needs.

Person Specification: Student Services Manager

- **E** = Essential
- **D** = Desirable

Experience

- **D** | Previous experience in managing staff, a team, or a team of volunteers.
- **E** | Previous experience working with young people in an educational, support, or medical environment.
- **E** | Experience in administering first aid to young people.
- **E** | Significant experience of using ICT packages including Word, Excel, and database systems (e.g., SIMS).
- **D** | Experience of managing welfare/medical records and knowledge of data protection (GDPR) requirements.
- **D** | Experience in a busy, customer-facing admin or reception role.

Skills, Knowledge, and Attributes

- **E** | High level of personal drive, energy, and the ability to use initiative when responding to challenging or emergency situations.
- **E** | Excellent communication and interpersonal skills, with the ability to liaise calmly and effectively with students, parents, staff, and external agencies.
- **E** | Proven ability to lead, motivate, and issue clear instructions and guidance to others (both staff and students).
- **E** | A calm, empathetic, and supportive approach when dealing with student medical, welfare, or personal issues.
- **E** | Exceptional organisational skills, with the ability to manage multiple priorities, maintain meticulous records, and meet deadlines in a busy environment.
- **E** | Ability to handle sensitive situations (e.g., confiscations, uniform breaches, medical disclosures) with professionalism, fairness, and absolute discretion.
- **E** | Resilience and the ability to work under pressure, including responding to urgent radio calls and dynamic situations.
- **E** | Ability to work effectively as part of a busy team and provide proactive support to team members.
- **E** | A meticulous and consistent approach to record-keeping and following procedures.

Education and Qualifications

- **E** | First Aid at Work qualification (training will be provided).
- **E** | Mental Health First Aid qualification (training will be provided).
- **E** | A good standard of general education, including GCSE (or equivalent) at Grade C/4 or above in English and Maths.
- **D** | Specialist training in managing common medical conditions (e.g., Asthma, Anaphylaxis, Diabetes).