

Personal Specification – Student Services Officer

	Essential	Desirable
Qualifications	GCSE, including Maths and English at grade C /4, or above, or equivalent qualifications A First Aid at Work qualification or willingness to gain the qualification	Further or higher education relevant qualification
Relevant Experience	Experience of working with young people individually and in large groups in an academy or similar setting. Welfare and supervisory experience. Previous experience of working in a customer focussed environment.	Experience of working in an educational setting or working with young people Experience of supporting learner welfare, wellbeing or pastoral provision Experience of working with the school's Arbor systems. Experience of the safe handling medicines or medical record keeping.
Knowledge and understanding	High levels of numeracy and literacy. Ability to demonstrate excellent oral, written and verbal communication skills, to a variety of stakeholders. Able to give clear instructions and keep accurate clear records. The ability to manage own workload and prioritise effectively. Have excellent IT skills, to include the Microsoft Office suite. The ability to work flexibly and accept challenges with enthusiasm. The ability to think creatively and demonstrate initiative and take a pro-active approach to all aspects of the role. An understanding of safeguarding and what it means for our learners.	Evidence of the ability to work independently. Knowledge of school's data systems
Skills and aptitudes	Be willing to take part in any training required in order to carry out the role effectively and to train others.	An eagerness to gain experience, expertise and

	Desire to support learners (and their families) from all ability ranges to achieve their full potential. Be able to demonstrate an ability to work well as an individual and as part of a team. Be able to demonstrate a commitment to promoting the ethos of the academy and the trust. Have excellent relationships with learners and all teams of colleagues. Demonstrate an understanding of, and commitment to, the over-arching priority of improving outcomes for learners.	professional development through this position. Adaptability and a professional approach to the responsibilities of the role.
Special Requirements	Enhanced DBS clearance Compliance with all Academy and Trust policies Safeguarding and promoting the welfare and success of all learners and young people. The implementation of equal opportunities practice. Promoting the stated aims and policies.	Flexibility and willingness to help out with other duties if required.

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.