



RIDGEWOOD  
SCHOOL



# Recruitment Pack

Position:  
Student Services Assistant:  
Health & Welfare



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# Letter from the Headteacher

**Dear applicant,**

Thank you for showing an interest in this post and for considering Ridgewood School for the next stage of your career.

The school's values of respect, responsibility and resilience permeate all aspects of school life and are central to our work at Ridgewood. I am extremely proud of our school and the high quality education we provide. We insist on high standards of conduct from all our students and we expect them to behave impeccably: treating each other, our staff and visitors with kindness and respect. I have found Ridgewood School to be the most rewarding place to work. The staff, students and wider community have been incredible to work with and I am confident that the successful candidate will receive the same warm welcome.

Never has there been a better time to join us. We are in the early stages of planning a multi-million-pound new build that will ensure that the staff and students benefit from 21st Century resources. We are regularly oversubscribed in Year 7 and our Post-16 provision is thriving. For an informal conversation with me about the school or the role, or for a visit, please use the 'Contact Us' facility on our website.

Yours faithfully,

**Andy Peirson**

Headteacher  
Ridgewood School

# Values and Ethos

## Our Values

We educate the whole child. Ridgewood School seeks to provide all its students with the opportunities and support which enable them to achieve and exceed their potential, not only in terms of academic achievement, but as a valuable member of the school community, and of the wider society beyond.

## Ethos and Aims

- To raise the aspirations of students so they desire to achieve and exceed targets set for them, both within and beyond the classroom.
- To engender a sense of collaborative purpose, so students and staff work together to achieve their best.
- To care for students as individuals and to respect their talents, aspirations, strengths and unique qualities.
- To provide opportunities for students to be engaged, interested and challenged by what they do and learn, every day.
- To continually strive for improvement in all areas, through hard work, resilience and determination.



# Our Values

We're proud of our high standards, exciting progress and strong values.



When we are kind to each other, everyone thrives.



When we take accountability for our actions, we can be proud of our achievements.



When we stay positive and try hard, we will achieve our goals.

Prepare for the road ahead.

# What makes Ridgewood School special?

Staff and students at Ridgewood work hard every day to embody the school's core values: **Respect, Responsibility and Resilience**. We are enjoying a trajectory of continued success and look forward to welcoming a successful applicant who can join us on our journey. We became a standalone academy in 2011, and we are incredibly proud of the progress we have made as a school, having laid strong foundations for further improvement going forward.

Our school motto, **'Prepare for the road ahead'**, represents our belief in preparing our staff and students for their future. We exemplify our motto not only in terms of academic achievement, but also in terms of the training, enrichment and experiences which make us all model citizens. Our school values underpin what we do and contribute to our ethos in everything we undertake as a school community. We set our standards high and do not compromise, because we believe in the best for everyone.



## Our Curriculum

Our academic curriculum aims to offer students of all abilities and talents an opportunity to develop their knowledge and skills across a wide variety of subjects. We are committed to providing a curriculum which is challenging yet accessible, and which fosters a love of learning, as well as enabling students to achieve success in exams and assessments. Students follow a two-week timetable in order to maximise learning time. We regularly review our curriculum, to ensure that the needs of all our students are being met. More details of each subject can be found on our website.

# Job Description

**Post Title:** Student Services Assistant: Health & Welfare

**Grade / Hours:** Grade 7/37 hours per week, term time + 5 days

**Responsible to:** Executive Assistant

**Purpose of role:**

To provide a friendly, welcoming and informative central enquiry point for students and staff.

To assist students and staff to access help and support across all departments using school information systems

To manage and provide effective first aid and medical assistance to students and staff throughout the school day.

To assist in the management of, and play a key role in, the on-going health and welfare of students and staff across the school.

To be a key member of the pastoral and health team.

Lead on the provision and updating of risk assessments for all students with a medical or mobility need.

**Main duties and responsibilities:**

**Enquiry Point**

- Provide a friendly, welcoming and informative central enquiry point for students and staff, triaging enquiries, identifying appropriate sign posting and relevant information.
- Meet and greet all students and relevant visitors to Ridgewood School, providing an initial welcome, dealing with immediate enquiries and helping them navigate the organisation.
- Respond proactively to ensure an excellent level of service for all students, and visitors, and maintain responsibility for an enquiry until they have been handed on to the right person or their query resolved.
- Staff the Student Services reception desk 8.00am-4.00pm during term time.

**Support Services for Students and Staff**

As part of a team, administer important services for students and staff including, but not limited to:

- Manage the distribution of school uniform and revision books to students.
- Manage, oversee, support and ensure the efficiency and productivity of our Student Admin.
- Deliver training and provide advice to the staff who cover Student Services/First Aiders to deliver a high-quality service to students.
- To act as first point of contact for student enquiries.
- Administration of confiscated items and their return to students.
- Assist BfL when students have been sent for/need to speak to them.

**Manage Health & Welfare**

Provide an effective Health and Wellbeing service to students and staff, including but not limited to:

- Be the senior first aider for the school during the school day.
- Line management of the first aid team.

- Manage the safe storage and administration of medication.
- Keep appropriate records of all medication administered.
- To ensure the control and disposal of unused medication.
- Be responsible for the administration of all Health Care plans, Asthma plans, allergy information etc., distributing the information to relevant parties and ensuring compliance for audit.
- To check, and replenish where necessary, all first aid boxes at least once per term, ordering replacement items as necessary.
- Provide first aid equipment for school trips.
- Create rota of additional first aid provision using trained staff.
- Coordinate immunisations, to ensure the smooth running of external provision in school.
- Ensure accidents and/or near misses are recorded, and investigated where applicable, using the appropriate system in accordance with the Health and Safety policy and all statements recorded from all parties involved.
- Attend meetings with parents for students with medical needs.
- Comply with the school's security requirements in relation to medicines and student information.
- To be alert to any concerns i.e. safeguarding and ensure all concerns are input onto CPOMS within the required time.
- Contact parents to collect any sick student that needs to go home/get medical treatment.
- Be the lead person for any student/staff that require ambulance assistance. Brief ambulance personnel and direct school staff as required. Accompany any injured students to hospital where required.
- To undertake, record and update all risk assessments relating to students' health and mobility in liaison with parents.
- Manage all students with mobility issues in the event of a fire alarm.
- Expectation to remain on site after working hours due to a medical emergency.

#### **Miscellaneous**

- To undertake appropriate training as required in order to be able to undertake the duties and responsibilities that are required.
- To undertake such other duties that may from time to time be reasonably requested.
- To participate in the process of annual review.
- To be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions.
- To co-operate with the employer on all issues to do with Health, Safety and Welfare.
- These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the postholder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

**All posts at the school are subject to a six-month probationary period. Confirmation of the position is subject to satisfactory completion of this period.**

Hours of work: Monday 8.00am-3.30pm, Tuesday – Friday 8.00am-4.00pm, term time + 5 days

# Person Specification

ATTRIBUTES/ REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EDUCATION, QUALIFICATIONS AND VOCATIONAL TRAINING	<ul style="list-style-type: none"> <li>GCSE English and Maths at grade 4/C or above (or equivalent)</li> <li>Willingness and ability to obtain and/or enhance qualifications and training for development in the post</li> </ul>	<ul style="list-style-type: none"> <li>Qualified First Aider</li> </ul>	Application
RELEVANT EXPERIENCE	<ul style="list-style-type: none"> <li>Experience of working as part of a team</li> <li>Experience of producing documents, spreadsheets, databases and presentations to a high standard</li> <li>Experience working in an administrative position</li> </ul>	<ul style="list-style-type: none"> <li>Experience of providing first aid and medical support</li> <li>Successful experience in working with young people</li> </ul>	Application Interview References
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> <li>High levels of literacy</li> <li>Knowledge of Word, Excel and other office programs</li> <li>Able to work in and adapt to a fast-paced, changing environment</li> <li>Ability to handle confidential information</li> <li>Able to work collaboratively with others</li> <li>Able to communicate clearly and confidently using a range of channels</li> <li>Self-motivated with the ability to work with minimal supervision</li> <li>Excellent organisational skills</li> <li>Excellent communication and interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of potential barriers to learning and the ability to identify strategies to overcome these</li> <li>Ability to handle difficult situations with sensitivity, confidentiality and discretion</li> <li>Previous experience with inter agency working</li> </ul>	Application Interview References
PERSONAL CHARACTERISTICS	<ul style="list-style-type: none"> <li>Demonstrates a positive attitude, professionalism, passion, energy and a willingness to support all customers and stakeholders</li> <li>Demonstrate integrity, fairness and consistency in all working practices</li> <li>Ability to be flexible</li> <li>A supportive and empathetic approach to students</li> </ul>		Application Interview References
The post is subject to a satisfactory record check being undertaken by the Disclosure & Barring Service			

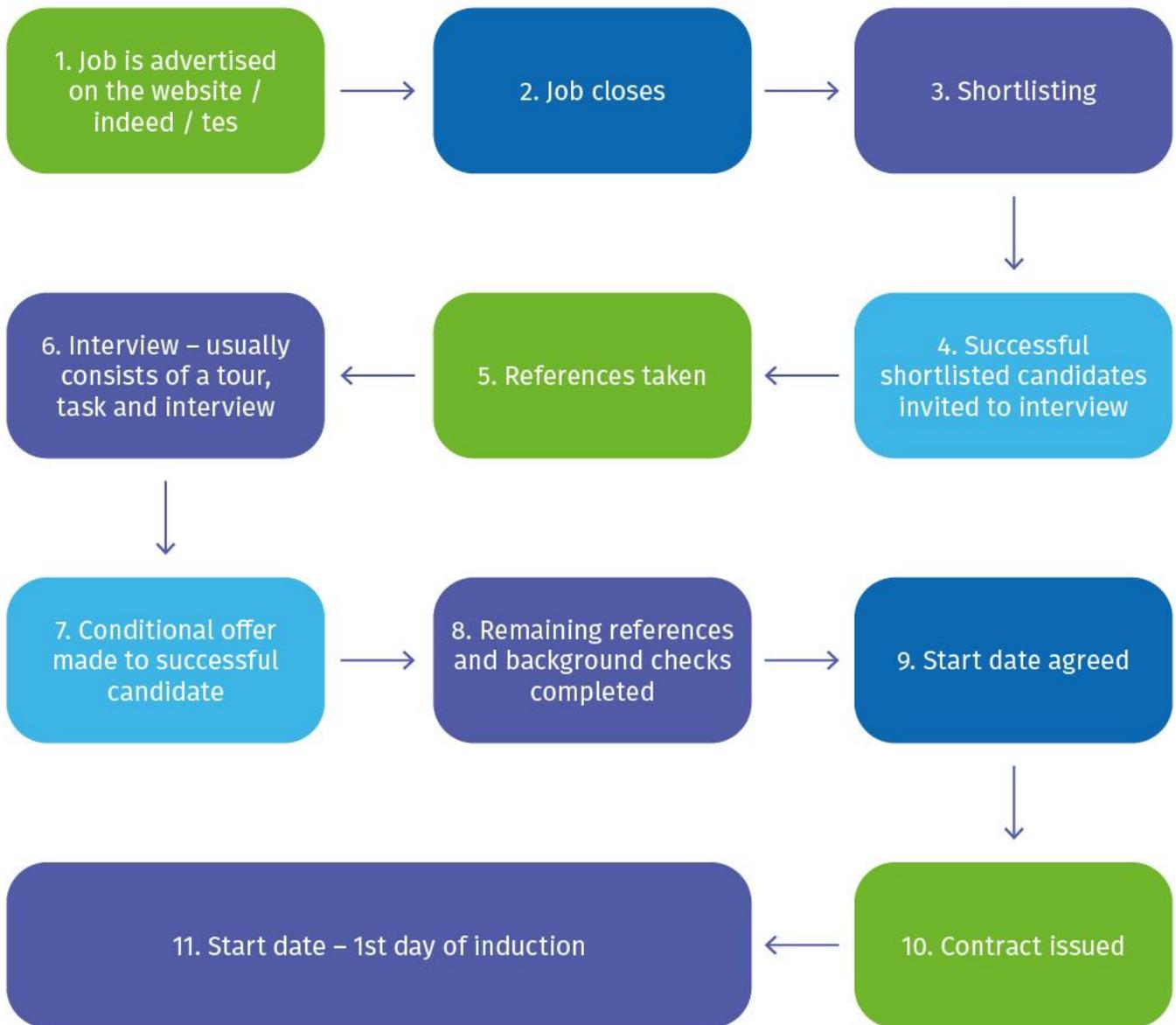
# Development Opportunities

At Ridgewood, we are committed to offering our staff every opportunity to become the best they can be. Our evidence-based training packages, for staff at all stages of their career, are second to none. In addition to our whole school and departmental training, we also offer a personalised coaching programme, NPQs and bespoke CPD, relevant to the person's role. CPD at Ridgewood is varied and matched to the needs of our staff, both teaching and associate. Our innovative, research-led Disciplined Inquiry is a key driver in providing the best teaching and learning for our students, as our teachers engage in evidence-informed practice of their choice.

At Ridgewood, we also value a variety of forms of CPD. Training, coaching, shadowing of roles and one-to-one support are key development opportunities to support our team to develop effectively in their roles, and to understand how to make the next step in their career. In 2025, we received the Teacher Development Trust Gold Award, demonstrating our commitment and passion to providing excellent, evidence-based CPD for all teaching and associate staff. We are currently working with the Chartered College of Teaching as part of a pilot to achieve their Research Mark award, which recognises excellent commitment to evidence-informed professional development.



# Our Recruitment Process



# Job Advert

**Post: Student Services Assistant: Health & Welfare**

**Salary: Grade 7 (£25,079-£28,586)**

**To start: As soon as possible after appointment**

## ***What makes Ridgewood School special?***

At Ridgewood School we are extremely proud of our school and the high quality of education that we provide, including our popular and highly successful Sixth Form. Our school motto, 'Prepare for the road ahead,' represents our belief in preparing our students for their future, not only in terms of academic achievement, but also in terms of the training, enrichment and experiences which will enable them to become model citizens and responsible members of the community. Our school values: Respect-Responsibility-Resilience, underpin what we do every day and contribute to our ethos in everything we undertake as a school community. In our most recent Ofsted, we achieved a 'Good' rating in all categories, and we are committed to this trajectory of success for our students as we aspire to move from 'Good to Great.' As part of this journey, in July 2023, we joined Leger Education Trust and collaborate with other schools within the trust to develop both our students and staff and be the very best that we can be.

We are looking to appoint a friendly and adaptable Student Services Assistant: Health & Welfare to provide a friendly, welcoming and informative central enquiry point for students and staff and manage and provide effective first aid and medical assistance to students and staff throughout the school day.

## ***Why is the role of Student Services Assistant: Health & Welfare right for you?***

We are committed to offering the staff who work at Ridgewood every opportunity to become the best they can be. Our training packages, for staff at all stages of their careers, are second to none. As well as our whole school and departmental training, we also offer a personalised coaching programme, NPQs and bespoke CPD, relevant to the person's role. In 2025, we received the Teacher Development Trust Gold Award, demonstrating our commitment and passion to providing excellent CPD for all teaching and associate staff.

If you are seeking a dynamic, innovative and caring school, dedicated to the development of staff and our students' success, Ridgewood is the school for you.

Candidates are required to possess GCSE English and Maths at grade 4/C or above (or equivalent)

You can apply for this role by following the link below

<https://mynewterm.com/jobs/137603/EDV-2026-RS-24751>

We strongly encourage visits from potential candidates – please contact the school to arrange this.

**The closing date for this post is 9am Friday 17 April 2026. Interviews will be held soon after.**

*Ridgewood School reserve the right to close this advert prior to the closing date above.*

The school is committed to safeguarding and promoting the welfare of children and applicants will undergo child protection screening appropriate to the post, including checks with past employers. The role is exempt from the Rehabilitation of Offenders Act 1974 and therefore candidates will be subject to an enhanced DBS certificate, the role is engaged in regulated activity and will therefore require a children's barred list check. Shortlisted Applicants will be required to complete a self-disclosure.

*The school operates a no smoking policy.*

**Ridgewood School**  
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 [www.ridgewoodschool.co.uk](http://www.ridgewoodschool.co.uk)