

JOB DESCRIPTION

Employment Details	
Job Title	Student Services Administrator
Reports to	Principal
Salary Band	WHFNJC K

Safeguarding Commitment:

The White Horse Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We therefore expect all staff and volunteers to work to and within school policies and procedures, including safeguarding, child protection and health and safety.

This post is subject to satisfactory references which will be requested prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical clearance, evidence of qualifications and verification of the right to work in the UK.

Purpose of the Role
<ul style="list-style-type: none"> The Student Services Administrator is the first point of contact for students. This may involve medical, pastoral or general administrative enquiries. It is a contact point for parents by phone, email and text. To support the pastoral team effectively and efficiently.

Responsibilities
<p>Receptionist:</p> <ul style="list-style-type: none"> To be first point of contact for all students at Student Reception To oversee confiscated personal items, e.g. jewellery & phones Contact point for parents Organise the student receptionist list and reminders each day Take daily welfare absence call Organise and send notices for the careers advisor, school nurse and any other staff when requested via the student receptionist Look after the lost property cupboard and ensure belongings with names are returned Liaise with all members of staff within the school and outside staff and agencies when needed Collect reply slips and letters from students and ensure the correct members of staff receive them Provide emotional support to students and on occasions parents/carers <p>Administration Assistant:</p> <ul style="list-style-type: none"> Responsible for the Student Reception filing system Organise and send letters and emails for staff who request them including letters to parents concerning parents evenings, praise letters, students on report, student receptionist information Administer the Pastoral after school and Saturday detention system, including preparing letters to send home and file. Record on relevant spreadsheets, SIMS and book. Inform teachers who will be attending. Pass on the information of students who don't attend and action the outcome. Send text reminders home. Create and send student reminders regarding detentions via the student receptionist.

- Update student and parent information on SIMS when requested
- Take the minutes for the weekly staff briefing and send to all staff
- Assist the PA to Principal in organising whole school events

First Aid:

- First point of contact for pupil and staff first aid/welfare duties. Providing first aid when needed.
- Looking after ill students, liaising with parents/staff etc
- Maintain a central record on SIMS and the medical log spreadsheet of illness, accidents, first aid given and students seen in student reception
- Complete accident forms when needed
- Treat medical conditions when needed
- Monitor regular patterns in illness or timings of students' visits
- Liaise with 111 and 999 operators and paramedics when needed
- Liaise with staff regarding first aid boxes around the school, personal responsibility for mini bus and trip first aid boxes and the first aid cupboard. Personally check the first aid boxes around the school on a yearly basis
- Place first aid orders for the whole school and office when needed
- Keep sanitary products stocked
- Provide first aid and medical knowledge to other staff
- Disinfect the medical room when needed
- Ensure the asthma register is kept up to date

Care Plans & Medication:

- Ensure all care plans and the medication kept in school are correct, up to and in date, including sending yearly reviews to parents, liaise with school nurse
- Ensure care plans are ready to take on trips and short term meds if needed
- Ensure necessary students definitely take the relevant / needed medication throughout the day and records are kept Ensure short term medication, relevant information and forms are correct, up to and in date and all relevant records are kept
- Ensure students with medical needs have everything they need when sitting exams. Liaise with the exam team
- Assist with ensuring risk assessments are completed and up to date for all medication in school and for the diabetic students when needed

Other duties:

- Assist with organisation of whole school mailing
- Liaise with KS3, 4 & 5 pastoral staff
- Assist in receiving goods in and completing school procedural documentation.
- The post holder is empowered and expected to identify service improvements within all areas of their work, in consultation with their line manager, to ensure efficient working practices.

Whilst every effort has been made to explain the main duties and responsibilities of the post each individual task undertaken may not be identified.

Additional Duties and Responsibilities

The principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required. The post holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's grade and whenever reasonably instructed.

The post holder will respect the need for confidentiality at all times while performing this role.

The post holder must at all times carry out their responsibilities with due regard to Trust policy and arrangements for Health and Safety at Work.

All staff within The White Horse Federation will be expected to accept reasonable flexibility in working arrangements and the allocation of duties to reflect the changing roles and responsibilities.

Safe Working Practices with Children

It is the responsibility of each employee to carry out their duties in line with The White Horse Federation's ethos and culture of safe working practices for adults working with children and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. Each employee should act as an exemplar on these issues and must, where appropriate, identify and monitor training for themselves and any employees they are responsible for.

General Data Protection Regulations

The post holder is required to comply with GDPR regulations and to maintain awareness of Trust policies and procedures in this area. Attention is specifically drawn to the need for confidentiality in handling personal data and the implications of unauthorised disclosure.

Equality and Diversity

There is a requirement for the post holder to promote the equality and diversity agenda within their own role and areas of responsibility and across the department. In fulfilling the requirements set out in this job description, the post holder will apply The White Horse Federation's commitment to equality by treating all employees fairly and without discrimination.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post. The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being processed. Any review will be carried out in consultation with the post holder before any changes are implemented.

Developed by:		Issue Date:	
Post Holder signature:		Signature Date:	

--	--	--	--

PERSON SPECIFICATION

Qualifications and Training

Essential	Desirable
<ul style="list-style-type: none"> • NVQ 3 or equivalent qualification or experience in relevant discipline • Minimum of grade A*-C in English and Maths • Sound working knowledge of Microsoft Office applications and excellent IT skills • Enthusiasm for continued self-learning and development 	<ul style="list-style-type: none"> •

Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> • General clerical/administrative work • Sound working knowledge of Microsoft Office applications • Customer Care experience • Good numeracy skills • Have a meticulous eye for detail • An ability to work independently and be proactive in all that you do • The ability to prioritise own workload • IT literate • Excellent communicator • A flexible work ethic • Understands and maintains confidentiality at all times 	<ul style="list-style-type: none"> • Dealing with pupils, parents and carers who may sometimes make emotional demands

Specialist Knowledge

Essential	Desirable

Personal Traits

The successful candidate will:

- Appreciate the differences between people regardless of ability or background and treat peoples' values, beliefs, cultures and lifestyles with respect and dignity at all times.
- Understand the boundaries of appropriate behavior when working with children and young people and always act in a way that respects these boundaries.
- Understand the principles of confidentiality and adhere to them in respect to the information available within the workplace.
- Have values that align with the ethos and culture of The White Horse Federation.

