



Pupil Services and Administration Support

Hours:	20 hours per week, term time plus five days
Grade:	Essex Support Scale 3, Point 6-7
Responsible to:	Senior Leader responsible for Pupil Services/ Inclusion
Liaison with:	Students, parents/carers, teaching and support staff, attendance team, safeguarding team, SEND team, external agencies, healthcare professionals and other stakeholders.
Location:	Cornelius Vermuyden School

The Role

To provide a professional, efficient and welcoming pupil services function, supporting the welfare, attendance, medical and administrative needs of students. The postholder will be responsible for maintaining accurate student records, providing first aid and medical support, liaising with parents and external agencies, and ensuring that students receive appropriate support throughout the school day.

Key Responsibilities

Student Welfare and Medical Support

- Act as the first point of contact for students accessing Pupil Services.
- Provide first aid and welfare support to students in accordance with school procedures.
- Maintain accurate records of all student visits, accidents, illnesses and treatments.
- Administer medication and supervise student medication in accordance with the school's Medication Policy.
- Ensure medicines are stored safely and records are maintained appropriately.
- Liaise with parents/carers regarding student illness, accidents, medication and welfare concerns.
- Maintain student medical records and update relevant systems as required.
- Support students with medical conditions and ensure care plans are followed.
- Produce accident reports and maintain statutory records where required.
- Maintain and update the register of school First Aiders.

Attendance and Student Administration

- Record and maintain attendance information using the school's Management Information System.
- Monitor and record late arrivals and early departures.
- Respond to attendance enquiries from parents and staff.
- Support attendance monitoring and reporting processes.
- Maintain accurate pupil records and ensure data is updated promptly.
- Produce reports and data as required by school leaders.

Safeguarding and Student Support

- Work closely with the Safeguarding Team to support student welfare.
- Escalate safeguarding concerns immediately in line with school procedures.
- Support the administration of safeguarding processes and records.
- Liaise with external agencies and professionals where appropriate.

- Develop positive and professional relationships with students, promoting trust, respect and support.

Reception and Administration

- Provide a professional reception service for students, parents, visitors and external agencies.
- Respond to telephone, email and face-to-face enquiries efficiently and courteously.
- Ensure urgent messages are communicated promptly to students and staff.
- Arrange meetings with parents, carers and external agencies as required.
- Maintain accurate filing systems and administrative records.
- Undertake general administrative duties to support the effective operation of the school.
- Provide administration support to Senior Leadership Team
- Support organising trips and completing Evolve paperwork
- Provide support with summer school
- Assist on exam results days

Data and Reporting

- Maintain confidential manual and electronic records.
- Produce reports, statistics and management information as required.
- Ensure compliance with GDPR and school data protection procedures.
- Support audits and statutory returns where required.

General Responsibilities

- Promote and safeguard the welfare of children and young people.
- Maintain confidentiality at all times.
- Comply with all school policies, including safeguarding, health and safety, equality and data protection.
- Participate in appraisal, training and professional development activities.
- Undertake additional duties appropriate to the grade and nature of the post.

The above duties are not exhaustive, and the post-holder may be required to undertake tasks, roles, and responsibilities as may be reasonably assigned to them by their line manager, Chief Executive Officer, or Trust Board.

This job description will be reviewed as appropriate and may be subject to modification or amendment at any time after consultation with the post holder.

Person Specification

Qualifications

Essential

- GCSE Grade C/4 or above (or equivalent) in English and Mathematics.
- First Aid at Work qualification or willingness to undertake training.

Experience

- Experience of undertaking a range of administrative duties.
- Experience of maintaining accurate records and databases.
- Experience of using Microsoft Office applications and management information systems.
- Experience of dealing sensitively with members of the public, young people and professionals.
- Experience within a school or educational setting.
- Experience of administering first aid or supporting medical needs.
- Experience of attendance administration.

Knowledge and Skills

- Excellent communication and interpersonal skills.
- Strong organisational and administrative skills.
- Ability to prioritise workload and meet deadlines.
- Ability to maintain confidentiality and handle sensitive information.
- Ability to use initiative and work independently.
- Good IT and data management skills.
- Understanding of safeguarding responsibilities when working with young people.
- Knowledge of SIMS or a comparable school MIS.
- Understanding of attendance procedures in schools.
- Knowledge of medication management and student welfare processes.

We recognise that very few applicants will meet every requirement listed. If you can bring relevant experience, sound judgement, and a commitment to supporting people and enabling schools to succeed, we encourage you to apply — even if your background looks a little different from what we've described.