

JOB DESCRIPTION

| Employment Details | |
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| Job Title | Pupil Services Officer |
| Reports to | Senior Pupil Services Officer Pupil Services Manager |
| Salary Band | WHF NJC L |

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 |
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| <ul style="list-style-type: none"> • Primary focus is to lead on all that is the provision and development of pupil support services. • Offer exceptional customer care to all stakeholders. • Be responsible for undertaking administrative and organisational processes within the school. • Promotion of school marketing. |

| Responsibilities |
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| <p>School office duties</p> <ul style="list-style-type: none"> • Provide a comprehensive administrative support service to the school staff, organising the school office to ensure that routine clerical functions are undertaken efficiently • Provide a reception service for the school to ensure that visitors/callers are dealt with appropriately, including safeguarding checks. • Day to day supervision of admin assistant(s) duties and work load • Collate and return absence data and staff related claims on a monthly basis adhering to payroll deadlines. • Organise staff absence cover as required • Responsibility for the School Fund and locally held petty cash • Responsibility for all processes of daily income, including banking as necessary in line with WHF Financial Procedures. • Responsible for the processing of school volunteers and visitors, including administering DBS/safeguarding checks. <p>School promotion</p> <ul style="list-style-type: none"> • Arrange school visits, meetings and events for prospective parents • Maintain pre-admission register and inform line manager of significant changes • Ensure effective and continuous communication with all stakeholders • Co-ordinate relevant school events, such as parents evening and open days |

Pupil administration

- Complete and submit complex forms, returns etc., including those to outside agencies
- Ensure that all pupil and staff records are accurately maintained, and reported on or transferred as required in accordance with DfE guidance
- Responsible for administration and booking of educational visits, curriculum and extended school clubs and activities in line with the Trip Policy, and ensuring that Central Services are notified to ensure payments can be made.
- Administer First Aid and medication as necessary
- Oversee school meals administration and pupil registration
- Liaise with external agencies, eg School Nurse, EWO relating to pupil services as required
- Work with the Principal in administering and promoting school attendance

General office duties

- Carry out general administrative duties as required
- Support with timetables and rotas.
- Ensure appropriate resources levels are maintained for admin and curriculum supplies, administering orders and processing deliveries
- Maintain orderly and accurate filing systems
- Administer the booking system for the minibus, and organise servicing and MOT when required
- Collate relevant information for weekly communications

Report any safeguarding issues encountered to your safeguarding officer, Vice Principal or Principal ASAP.

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.

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| 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 grade A*-C in English and Maths. Sound working knowledge of Microsoft Office application and excellent IT skills. Enthusiasm for continued self-learning and development | |
| Skills and Experience | |
| Essential | Desirable |
| <ul style="list-style-type: none"> Experience of development, management and operation of administrative systems (preferably within an education setting) Have relevant experience in a similar position or in a general office administrative role. A careful approach to documentation, records and reporting. Have a meticulous eye for detail. An ability to work independently and be pro active in all that you do. The ability to prioritize own work load. Experience of front line reception duties dealing with pupils and parents who may sometimes make emotional demands. | <ul style="list-style-type: none"> Develop efficient processes to ensure the smooth running of the administrative function. Experience of marketing and promotion of a school or business Have held responsibility for the efficient operation of an administrative service. |
| Personal Traits | |
| The successful candidate will: | |
| <ul style="list-style-type: none"> 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. | |