

## JOB DESCRIPTION

### Employment Details

Job Title	Senior Student Services Officer
Reports to	Senior Admin Officer
Salary Band	WHFNJC M

### 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

- Primary focus is to lead on all that is the provision and development of student support services and relevant staff.
- Offer exceptional customer care to all stakeholders, enabling effective communication across the school.
- The Senior Student Officer will provide effective and efficient day to day management of the Academy Office and the Administration Team.

### Responsibilities

#### Team Supervision:

- Line management, performance management and overall responsibility of school office staff and respective duties.
- Lead a comprehensive administrative support service to the school staff, organising the school office to ensure that routine clerical functions are undertaken efficiently.
- Proactively develop staff, identifying training needs and seeking appropriate training.
- Ensure efficient running of the school office.
- Host regular site admin team meetings.
- Ensure rapid, precise and effective communication without exception.
- Attend relevant network meetings and information sessions, and proactively share good practice.
- Be responsible for own professional development and encourage others to ensue.
- Lead by example in creating a professional and efficient school office environment.

#### School events

- Co-ordinate high quality, effective and appropriate communication of school events, including Parents' Evenings and Open Evenings.
- Maintain appropriate channels of communication with stakeholders eg parent portal and text service.
- Support the SLT team with creating and sending a high quality termly school newsletter.
- Arrange School visits, meetings and events for prospective parents; attend where required.

### **Student administration**

- Ensure school MIS is accurately maintained and updated, including all system admin.
- Prepare and process all statutory returns relating to students.
- Ensure that all student records are accurately maintained, and transferred as per DfE guidance.
- Supervise administration of free school meals.
- Support senior leadership with managing and reporting student data, including assessment.
- Assist with the administration and management of student absence, liaising closely with Parents, Principal, SENCO, EWO and other appropriate staff.
- **First Aid**
- Oversee student Care Plans, liaising with internal and external stakeholders as appropriate.
- Serve as a First Aid leader
- Ensure school staff First Aid Training is up to date and book courses as required
- Assist with student/staff first aid welfare duties
- Maintain a record of illness and minor accidents in line with TWHF HSP4 First Aid and HSP5 Accident Reporting this includes reporting RIDDOR with the aid of the Health and Safety Manager.
- Liaise with parents on first aid/care plan issues.
- Administer medication as and when required.
- **General office duties**
- Ensure safeguarding procedures are followed at all times, including the verification of visitor identity; taking responsibility for the school single central record visitor section
- Support with timetables and rotas
- Report any safeguarding issues encountered to your Designated Safeguarding Officer.
- Undertake general office duties as required.

### **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.*

<b>Developed by:</b>		<b>Issue Date:</b>	
<b>Post Holder signature:</b>		<b>Signature Date:</b>	

## PERSON SPECIFICATION

Qualifications and Training	
Essential	Desirable
<ul style="list-style-type: none"> <li>NVQ 3 or equivalent qualification or experience in relevant discipline</li> <li>Minimum of grade A*-C in English and Maths</li> <li>Sound working knowledge of Microsoft Office applications and excellent IT skills</li> </ul>	
Skills and Experience	
Essential	Desirable
<ul style="list-style-type: none"> <li>Experience of development, management and operation of administrative systems, (preferably within an education setting)</li> <li>Relevant experience managing and developing a team</li> <li>Have relevant experience in a similar position or several years' experience in a general office administration role</li> <li>Have a meticulous eye for detail</li> <li>An ability to work independently and be proactive in all that you do</li> <li>The ability to prioritise own workload</li> <li>Excellent customer service skills</li> <li>Excellent communicator</li> <li>A flexible work ethic</li> <li>A careful approach to documentation, records and reporting</li> <li>Deal with complex reception/visitor etc. matters</li> <li>Provide advice and guidance to staff, pupils and others</li> <li>Experience of front line reception duties dealing with students and parents who may sometimes make emotional demands</li> <li>Motivating staff and tackling underperformance</li> <li>A willingness to become fully engaged with the school</li> </ul>	<ul style="list-style-type: none"> <li>Experience of marketing and promotion of a school/business</li> <li>Experience of the development of efficient processes to ensure the smooth running of the administrative function</li> <li>Enthusiasm for continued self-learning and development and encourage that of others</li> <li>Establish constructive relationships and communicate with other agencies/professionals</li> </ul>
Specialist Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> <li></li> </ul>	
Personal Traits	
The successful candidate will:	
<ul style="list-style-type: none"> <li>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.</li> </ul>	

- 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.