

SUPPORT STAFF: JOB DESCRIPTION & PERSON SPECIFICATION

Position Title	School Support Officer
Reporting to	Executive Head Teacher
Hours	32.5 hours per week/39 weeks per year
Grade/Point	C 5

This job description is not a comprehensive definition of the post. Discussions will take place on a regular basis to clarify individual responsibilities within the general framework and character of the post as identified below.

Job Purpose:

- Attending to the welfare and personal care of pupils including those with special educational needs.
- Working with small groups or one to one.
- Undertaking general clerical/organisational support for the teacher.

Main Duties and Responsibilities:

- Meet and greet all visitors to the school.
- Answer and direct all incoming phone calls.
- Process and distribute incoming post.
- Carry out general administration duties including clerical and financial support using the DMAT/schools' systems e.g. Arbor, School Comms.
- Maintain the email account responding to queries / directing enquiries as required.
- Assist in the upkeep of records using MAT/school systems e.g. school comms.
- Maintain a clean, tidy and orderly admin office.
- Working on and supporting the headteacher in managing the single central record and supporting them with monitoring attendance.
- Undertaking pupil record keeping as requested.
- Being aware of/working within planned learning activities.
- Gathering/reporting information from/to parents/carers as directed.
- Providing clerical/administrative support e.g. photocopying, typing, filing, collecting money etc.
- Supporting staff and pupils by undertaking various lunchtime roles including setting up the school hall for lunch and wiping down tables at the end of service
- Assist in the upkeep of records using MAT/school systems e.g. parent lite /school gateway.
- Maintain a clean, tidy and orderly admin office.

Supporting Pupils by:

- Supervising and providing support for pupils, including those with special needs, ensuring their safety and access to learning.
- Attending to the pupils' personal needs, and implementing related personal programmes, including social, health, physical, hygiene, first aid and welfare matters.
- Establishing good relationships with pupils, acting as a role model and being aware of and responding appropriately to individual needs.
- Promoting the inclusion and acceptance of all pupils.
- Encouraging pupils to interact with others and to engage in activities led by the teacher.
- Encouraging pupils to act independently as appropriate.
- To ensure that children entering Dining Room have clean hands

- To encourage good table manners and orderly behaviour in Dining Room.
- To encourage children to eat the meal provided and encourage them in avoidance of waste.

Support the school by:

- Being aware of and complying with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, and reporting all concerns to an appropriate person.
- Being aware of and supporting difference and ensuring all pupils have equal access to opportunities to learn and develop.
- Contributing to the overall ethos/work/aims of the school.
- Appreciating and supporting the role of other professionals.
- Attending and participating in relevant meetings as required.
- Participating in training and other learning activities and performance development as required.
- Assisting with the supervision of pupils out of lesson times, including before and after school and at lunchtimes as required.
- Accompanying teaching staff and pupils on visits, trips and out of school activities as required and take responsibility for a group under the supervision of a teacher.
- Support at lunch times and break times, maintaining a flexible working pattern.

Data Protection / General Data Protection Regulations Compliance

The Privacy Notice sets our general principles in relation to Data Protection and the General Data Protection Regulations. You should also abide all Trust policies relating to the use of data including but not limited to:

- Acceptable Use Policy
- Records Retention Policy
- Personal Data Breach Procedure
- Employee Code of Conduct
- E-safety Policy
- Social Media Policy
- Use of Personal Devices Policy

Our Privacy Notice for Employees explains how we use your personal data.

You should note that a duty of confidentiality applies to all personal data seen prior to the first day of employment.

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Professional Qualifications and Learning	<ul style="list-style-type: none"> • 5 GCSEs at grade C/4 and above, or equivalent; Including English & Maths • Requirement to participate in training/development as/when identified by line manager as essential for performance of the post • Willingness to participate in other development and training opportunities 	<ul style="list-style-type: none"> • First aid qualification • Business administration qualifications • Experience of working with and support SEND students • Experience of a range of intervention programmes in literacy and numeracy
Experience	<ul style="list-style-type: none"> • Good understanding of IT systems including Email, Spreadsheets and Word Processing • Previous administration experience • Previous experience in a customer facing role • Good Understanding of safeguarding • Experience of working with or being around children 	<ul style="list-style-type: none"> • Knowledge of working databases • Office based experience • Experience of working in school setting • Working with Microsoft Office applications. • Knowledge of relevant codes of practice and school policies
Skills	<ul style="list-style-type: none"> • Ability to communicate effectively, verbally and in writing • Excellent grammatical, spelling and punctuation skills. • Ability to manage time effectively • Ability to work on own initiative and to meet deadlines • Ability to work effectively as part of a team and work collaboratively • Strong organisational and planning skills 	<ul style="list-style-type: none"> • Ability to solve problems and find creative solutions

Personal Qualities	<ul style="list-style-type: none"> • Calm under pressure with a flexible and adaptive and highly professional approach to their work • Reliable and trustworthy • Embodies the Trust's vision and values • "Can do" attitude • Friendly persona • Awareness to and commitment to equality • Displays understanding & commitment to the protection and safeguarding of children and young people 	<ul style="list-style-type: none"> • Committed to personal and professional development • A belief in the ability of children and young people to achieve and overcome obstacles to their learning • Up to date knowledge and understanding of relevant legislation and guidance in relation to the protection and safeguarding of children and young people
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Dartmoor Multi Academy Trust is an equal opportunity employer.

All schools in The Dartmoor Multi Academy Trust are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

You will have undertaken an Enhanced Disclosure via the Disclosure Barring Service (DBS).

Signed.....

Dated.....