

## Job description: Student Services Officer

<b>Location</b>	Oxford Spires Academy
<b>Contract term</b>	Permanent
<b>Full time/term time</b>	Term Time Only
<b>Pay range</b>	SCP 13-17
<b>Reporting to</b>	Director of Behavior and Inclusion

### Job purpose

To support students with a wide range of issues. Providing a high-quality service to the students such as first aid or wellbeing support, general queries, lost property, contacting parents/carers in addition to coordinating vaccinations at regular intervals and leading on the provision and update of Risk Assessments for students and staff based on their medical or mobility needs.

Supporting the academy through the accurate and efficient completion of administration tasks related to admissions, attendance, SEN and EAL in addition to providing front of house reception cover when required.

To Oversee the Student Reset Space to enable the appropriate reflection and reset environment to ensure that students are able to return to their lessons ready to learn.

### Main duties and responsibilities

#### Student Services

- Be an active member of the Student Services Team, providing a high-quality service to the students such as first aid or wellbeing, general queries, lost property, contacting parents/carers
- To act as first point of contact for students requiring assistance
- To be available and approachable to student's needs, referring onwards to Form Tutors, Heads of Year as required
- First aider - administering first aid to students and staff, manage medical condition information and medicines
- Maintain records of students with specific health conditions and undertake any

relevant training

- To be sensitive and helpful when dealing with parent enquiries
- Support students to take the appropriate reflection and reset opportunities to ensure that they return to the classroom, ready to learn
- Support a calm, quite reflective space at all times.
- To be alert to any concerns i.e. Safeguarding and inform designated staff member as necessary
- Ordering stocks of first aid supplies
- To be responsible for the regular checking of and restocking of first aid kits throughout site
- Handling lost property, securing all valuables
- Respond with speed and accuracy to all email, phone and in-person enquiries
- To undertake, record and update all Risk Assessments and PEEPs relating to student's health or mobility needs
- To coordinate immunisations, to ensure the smooth running of the external provision in school

### **General Administration and Reception Cover**

- Provide a welcoming environment for visitors
- Take responsibility for the signing in and identity checks required for all visitors to school
- Act as first point of contact for enquiries to school both in person and via telephone
- Oversee, support, and ensure the efficiency and productivity of our student receptionists
- Take responsibility for ensuring the efficient processing of inbound and outbound post/deliveries
- Act as point of contact for student enquiries throughout the day
- Provide first aid support and coverage for our medical bay as and when required
- Provide administration support to the Special Educational Needs Department and EAL faculty, including pupils on the SEN register, EAL, and Children We Care For by means of collating and inputting data on SIMS, and other relevant systems
- Dealing with SEN related correspondence, be it with outside agencies, parents, and own school colleagues
- Provide and collate accurate data from all systems used in the SEN department and EAL faculty
- Gather documentation for annual reviews, liaising with all necessary staff and outside agencies as directed by the SEN team
- Assist in maintaining an up-to-date schedule of interventions
- Produce templates, forms and resources as directed by SENDCo



- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace
- Ensure that all duties and services provided are in accordance with the school's Equal Opportunities Policy

*These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.*

*The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.*