

JOB TITLE	Student Services Officer				
RESPONSIBLE TO	Academy Operations Manager				
GRADE	5	Hours	37 hours per week	Weeks	39 (term time plus 5 INSETs)

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.

MAIN RESPONSIBILITIES

1.	Be an active member of the Administration Team, providing a high-quality service to the students such as first aid or wellbeing, general queries, lost property, contacting parents/carers
2.	To act as first point of contact for students requiring assistance
3.	To be available and approachable to student's needs, referring onwards to Form Tutors, Heads of Year as required
4.	Act as a First Aider, including maintaining student records and care plans and recording incidents in the accident book
5.	Ordering stocks of first aid supplies
6.	To be responsible for the regular checking of and restocking of first aid kits throughout site
7.	Handling lost property, securing all valuables
8.	Act as point of contact for student enquiries throughout the day
9.	Supervision of students during lunch and break times.
10.	To support in the preparation of whole school events, open evenings, parents evening, etc
11.	Order and replenishing stock for rewards incentives
12.	To undertake a range of office duties
13.	To ensure that all activities undertaken are done so safely and to report any unsafe practices or conditions identified as soon as possible to a senior manager
14.	To actively always promote the safeguarding and welfare of pupils
15.	<ul style="list-style-type: none"> Comply with the policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, and equal opportunities, and report all concerns to an appropriate person Contribute to the overall ethos/work/aims of the school Establish constructive relationships and communication with all staff and other agencies/professionals Recognise own strengths and areas of expertise and use these to advise and support others Participate in training and other learning activities and performance development as required
16.	Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the postholder will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Principal. .

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- Experience in a busy office / reception environment
- Educated to a minimum standard of GSCE's, ideally with Maths and English
- MS Office skills

DESIRABLE

- Relevant experience in a school or busy office environment
- First aid qualification or willingness to gain one

KNOWLEDGE AND SKILLS

ESSENTIAL

- Ability to work collaboratively as part of a team, understanding roles and responsibilities
- Ability to build and form good relationships with children, colleagues and other professionals
- High standard of interpersonal and de-escalation skills
- Able to use software and office equipment effectively
- High standard of written communication skills appropriate to the need to communicate effectively with colleagues, children and other professionals

DESIRABLE

- School MIS experience (we currently use Bromcom)

PERSONAL QUALITIES

ESSENTIAL

- Efficient with attention to detail
- Ability to work under pressure
- Able to work flexibly and respond to unplanned situations
- Able to deal appropriately with confidential information
- Commitment to the highest standards of child protection
- Recognition of the importance of personal responsibility for Health & Safety
- Commitment to the School's and Trust's ethos, aims and its whole community.