****JOB DESCRIPTION

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| **JOB TITLE** | **Senior Student Services Officer - SEMH** |
| **GRADE BAND** | **WHF: M** |
| **RESPONSIBLE TO** | **Finance and Operations Lead** |
| **DEPARTMENT** | **Student Services** |
| **DATE JD/PS SIGNED OFF** |  |

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| **SIGNED** |  |
| **PRINTED** |  |
| **DATED** |  |

**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. If successful in being appointed to a post you will be expected to apply for a disclosure from the Disclosure and Barring Service as well as other employment checks before your appointment is confirmed.**

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| **JOB PURPOSE** |
| * 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.
* Be responsible for undertaking administrative and organisational processes within the school.
* The administration and organization of all aspects of external and internal examinations in accordance with the regulations outlined by the awarding bodies.
* Provide a high level of administrative support to the Senior Leadership Team.
* Promotion of school marketing.
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| **MAIN TASKS, DUTIES & RESPONSIBILITIES** |
| **School office duties*** 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 routine clerical functions are undertaken efficiently.
* Proactively develop staff, identifying training need and seeking appropriate training.
* Be responsible for ensuring the reception service for the school adheres to all safeguarding checks and that visitors/callers are dealt with appropriately.
* Collate and return staff absence data adhering to system deadlines.
* Responsible for the processing of school volunteers and visitors, including administering DBS/safeguarding checks.

**School promotion** * Ensure effective and continuous communication with all stakeholders
* Co-ordinate relevant school events, such as parents evening and open days

**Pupil administration*** Ensure school IMS is accurately maintained and updated, including all system records.
* Prepare and process all statutory returns/forms relating to pupils.
* Ensure that all student records are accurately maintained, and reported on or transferred as required in accordance with DfE guidance
* Administer First Aid and medication as necessary.
* Oversee school meals administration and actively encourage Free School Meal registration.
* Liaise with external agencies, eg School Nurse, EWO relating to student services as required.
* Work with the SENDCO on the management, promotion and administration of school attendance, liaising closely with parents and the Educational Welfare Officer.

**Examinations*** Organising and maintaining the security and integrity of all public examinations on and off the school site.
* Organising the integrity of examination materials including receipt, storage and dispatch in a secure manner in accordance with regulations.
* Liaising with the SEND Co-ordinator regarding candidates with SEND; applying to awarding bodies for access arrangements for such candidates.

**General Office Duties*** Produce agendas, write up minutes and organise any catering/refreshments for weekly SLT meetings.
* Manage the school Calendar, keeping abreast of events and organise requirements, including venue booking, invitations, catering etc.
* Ensure the school website is Ofsted compliant in regard to Governance, Policies and any other relevant information.
* Ensure that changes to postal rates on franking machine and top up credit are maintained and up to date
* Ensure the reception and school office is welcoming and tidy.
* Manage appropriate resources levels are maintained for admin and curriculum supplies, administering orders and processing deliveries
* Maintain orderly and accurate filing systems
* Report any safeguarding issues encountered to your safeguarding officer, Vice Principal or Principal ASAP.

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| **ADDITIONAL DUTIES & RESPONSIBILITIES**  |
| * The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.
* In fulfilling the requirements set out in this job description, the post holder will apply the TWHF’s commitment to equality by treating all employees fairly and without discrimination on the grounds of colour, race, ethnic or national origins, sexual orientation, age, marital status, disability, trade union association or religious beliefs.
* In addition, the job holder will respect the need for confidentiality at all times whilst performing the duties of the role.
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PERSON SPECIFICATION

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| **Method of Assessment**This table indicates the requirements of the role under section to evaluate the competencies in each area as assessed | **Essential or Desirable** | **Application Form** | **Interview Stage** |
| **Qualifications, Education and Training** |  |  |  |
| NVQ 3 or equivalent qualification or experience in relevant discipline | E | X |  |
| Minimum of grade A\*-C in English and Maths | E | X |  |
| Sound working knowledge of Microsoft Office applications and excellent IT skills | E | X |  |
| Enthusiasm for continued self-learning and development | E |  | X |
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| **Experience and Knowledge** |  |  |  |
| Develop efficient processes to ensure the smooth running of the administrative function | D |  | X |
| Experience of development, management and operation of administrative systems, (preferably within an education setting) | E (D) | X |  |
| Experience of marketing and promotion of a school or business. | D |  | X |
| Have relevant experience in a similar position or in a general office administration role | E | X | X |
| A careful approach to documentation, records and reporting  | E | X | X |
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| **Skills and Abilities** |  |  |  |
| Have held responsibility for the efficient operation of an administration service | D | X | X |
| Have a meticulous eye for detail | E |  | X |
| An ability to work independently and be pro-active in all that you do | E |  | X |
| The ability to prioritise own workload | E |  | X |
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| **Values and Behaviours** |  |  |  |
| Excellent communication skills | E | X | X |
| Friendly, cheerful and helpful manner | E |  | X |
| A flexible work ethic | E |  | X |
| Understands and maintains confidentiality at all times | E | X | X |
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| **Contacts and Relationships** |  |  |  |
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| **Physical, Mental and Emotional Demands** |  |  |  |
| Experience of front line reception duties dealing with pupils and parents who may sometimes make emotional demands | D | X | X |
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| **Special Requirements** |  |  |  |
| A willingness to become fully engaged with the school | E | X | X |
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