



JOB DESCRIPTION

Job Title: Post-16 Student Services, Welfare and Administration Officer.
Grade: B3 SCP 7-11
Reporting to: Attendance & Safeguarding Officer

Job Purpose:

To work in a fast-paced environment under the line management of the Attendance & Safeguarding Officer; promoting strong rates of student attendance across the college and supporting student wellbeing. This is an outward facing role which will focus on supporting current students of EHC, therefore an ability to form positive and purposeful relationships with young people is essential. This role is central to our mission of providing the best possible environment for our young people to flourish. This is an outstanding opportunity for a person who wishes to be fully involved in raising the aspirations and achievement of young people in the communities we serve.

Role responsibilities

Student Services & Front of House

- Ensure the smooth running of the Student Services office and be the first point of contact for students on a day-to-day basis.
- Oversee the sale of everyday school equipment (pens, pencils, erasers, etc.), take stock and re-order when necessary.
- Manage the college lockers including issuing, tracking and resolving issues.
- Manage the calculator loan process.
- Hold lost property until claimed or disposed of.

Attendance Monitoring & Intervention

- Promote and support high levels of attendance and punctuality through the full implementation of the College Attendance Strategy. Relentlessly seek to improve the attendance of students at the college, in order to meet targets, set by the Principal.
- Track student attendance to promote and drive a 95%+ attendance rate to support positive progress and achievement.
- Monitor and analyse attendance data daily to identify areas of concern and proactively act accordingly to improve figures.
- Monitor attendance of vulnerable students, working with colleagues to identify and address barriers to regular attendance.
- Follow up missing students to ascertain their whereabouts on the first day of the absence to ascertain reason for non-attendance. Promote a positive culture of attendance.
- Liaise with students, parents / carers regarding attendance concerns and provide initial support and advice in relation to improving attendance levels.
- Manage requests for authorised absence in college time. Ensure the absence is recorded in SIMS and complete the relevant documentation.
- Ensure all registers are completed accurately on SIMS, with no missing marks or unexplained absences. Follow up with staff who have not completed registers; refer repeated non-compliance to the line manager.
- Produce and maintain attendance-related documents and reports to support the wider college, when requested.

- Managing all student requests for leave of absence in term time including collecting evidence to support requests.
- Liaise with Heads of Alliance, Senior Leaders and other staff accordingly regarding attendance issues including classroom checks for missing students.
- Support the completion of manual registers and other attendance-related administrative tasks.

Student Welfare, Medical & First Aid

- Create Student Individual Risk Assessments for a range of circumstances i.e. child-in-cast, self-harm, allergies, etc. in a timely manner and oversee their implementation and required adjustments.
- First point of contact for first aid issues. Administer first aid to staff and students where required including recording on Every after the event.
- Liaise with parents/ carers if students are ill or injured during the college day or assist students who need to contact their parents themselves.
- Liaise with Emergency Services during a medical emergency.
- Hold all medication for students, e.g. diabetes medication, asthma relievers, EpiPens and other controlled medication from GPs and hospitals and to maintain the system for administering this.
- Trained to administer EpiPens and epilepsy medication if needed. Also, to know and understand our diabetics and other students in college with medical issues.

Administration & Record Keeping

- Handle parental queries and communicate effectively with parents/carers and colleagues via written communication and telephone.
- Maintain student records in SIMS as necessary, including ensuring there are two emergency contacts recorded in line with legal requirements. Liaise with parents/carers, where required.
- Undertake routine administrative tasks e.g. photocopying, filing, emailing, typing, word-processing and other IT based tasks.
- Use IT systems and databases efficiently to manage attendance records and administrative tasks.

Teamwork, Compliance & Professional Responsibilities

- Provide support to the Alliance, SENDCo and Safeguarding Teams as required. (specific to this post)
- To undertake any other duties as required by the Attendance & Safeguarding Officer or Senior Leaders that are commensurate with the job evaluation outcome for this post. (standard catch-all clause)
- Contribute to the overall ethos/ work/ aims of the college.

Personal Responsibilities:

- To hold positive values and attitudes and adopt high standards of professional conduct in line with the Seven Principles of Public Life (selflessness, integrity, objectivity, accountability, openness, honesty, leadership) and our trust values of Diligence, Integrity, Rectitude and Kindness.
- Carry out the duties and responsibilities of the post, in accordance with GORSE's Health and Safety Policy and relevant Health and Safety Guidance and Legislation.
- Form positive professional relationships, and work in partnership with colleagues throughout GORSE.
- To willingly engage with training as required.
- Treat all aspects of the role with the strictest confidentiality.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality, equality and diversity and data protection, reporting all concerns to an appropriate person.

Any Special Conditions of Service:

- The post is subject to a satisfactory enhanced DBS background check, relevant right to work documentation, suitable references and a six -month probationary period.
- Occasionally there may be a requirement to work off-site and undertake work outside normal office hours to meet the variable nature of workloads and deadlines and to support college events.
- Contribution to the overall ethos/work/aims of GORSE.
- GORSE operates a No Smoking/Vaping Policy.

Person Specification

Criteria	Essential/ Desirable
Qualifications	E/D
• 5 GCSE Grade C/4 or above including English and Mathematics (or equivalent).	E
• First Aid qualification (or willingness to obtain and maintain certification).	E
Knowledge and Skills	E/D
• Ability to communicate effectively with young people, parents/carers and colleagues.	E
• Ability to deal with sensitive and confidential information appropriately.	E
• Ability to remain calm and professional when managing competing priorities and challenging situations.	E
• Strong organisational skills and attention to detail.	E
• Ability to interpret data and maintain accurate records.	E
• Competent use of Microsoft Office applications and database systems.	E
• Ability to build positive and professional relationships with young people.	E
• Knowledge of school or post-16 attendance procedures.	D
• Understanding of safeguarding and student welfare responsibilities within an educational setting.	D
• Knowledge of SIMS or comparable management information systems.	D
Experience	E/D
• Experience of working with young people in an educational or similar setting.	E
• Experience of providing administrative support in a fast-paced environment.	E
• Experience of working directly with customers, clients, students or service users.	E
• Experience of maintaining accurate records and handling confidential information.	E
• Experience of supporting attendance, pastoral or student welfare processes.	D
• Experience of communicating with parents/carers regarding student matters.	D
• Experience of working in a post-16 educational setting.	D
• Experience of SIMS or comparable student information systems.	D
• Experience of providing first aid or supporting medical needs.	D
Personal Qualities	E/D
• Professional, approachable and resilient.	E
• Commitment to promoting high standards of attendance and student wellbeing.	E
• Ability to work independently and as part of a team.	E
• Commitment to safeguarding and promoting the welfare of young people.	E
• Flexible approach to work and willingness to support the wider college community.	E
• Ability to maintain confidentiality and exercise discretion.	E
Continuous Professional Development	E/D
• Evidence of commitment to Continuing Professional Development	E
Other Conditions	E/D

• Enhanced DBS Clearance	E
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Updated: September 2026

We are committed to safeguarding the welfare of children and expect all staff and volunteers to share this commitment. The successful candidate will be subject to full employment checks, including an enhanced DBS disclosure and barring service check. We promote diversity and aim to establish a workforce that reflects the population of Leeds.

Employment is conditional on confirmation of the right to work in the UK – either as a UK or Irish citizen, under the EU Settlement scheme or having secured any other relevant work visa.

Please note that, as a sponsor licence holder, we only provide sponsorship for teacher vacancies.