

Job Description - Pupil Services Co-ordinator

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| <p>Job Purpose</p> | <p>We are seeking a proactive, organised and approachable Pupil Services Co-ordinator to support the efficient administration of pupil services and ensure a positive experience for all pupils throughout their school journey.</p> <ul style="list-style-type: none"> • Support clear and effective communication between home and school. • Promote high levels of attendance, ensuring pupils are in school and ready for learning. • Lead the administration of clubs, trips and extra-curricular activities. • Support the coordination of break and lunchtime provision, including organising MDS staff and first aid administration. <p>Contribute to a positive and productive working environment by collaborating effectively with colleagues and promoting a culture of continuous improvement.</p> <p>Assist in implementing changes to procedures and practices to enhance standards and service delivery.</p> <p>Ensure all interactions with stakeholders maintain high standards, focusing on providing a positive customer experience and exceptional service at every touchpoint.</p> |
| <p>To whom the post holder reports</p> | <p>The post holder reports to the Office Manager.</p> <p><i>The office function is overseen by the SBM, while overall responsibility for all staff rests with the Headteacher</i></p> |
| <p>Duties and responsibilities</p> | <p>Communication</p> <ul style="list-style-type: none"> • Provide a warm, confident welcome for all visitors • To maintain excellent day to day communication between school and parents to ensure children have a successful day prepared for their lessons • Where required, to support with the sign-in system, Inventory Implement agreed sign-in procedures, including delivery of safeguarding and fire safety information for all visitors • Introduce visitors and volunteers to our expectations • Answer telephone calls, upholding a professional level of customer service. Where needed, record messages, ensuring their intended recipient receive these in an accurate and timely manner • Maintain a clean, tidy and inviting office • Provide hospitality for visitors • Distribute the post and liaise with the premises team re. parcel delivery logistics • Assist in coordinating meetings between staff, pupils, parents, and other stakeholders |

Administration

- Manage the booking and administration of school clubs, visits and trips, including coordinating schedules, maintaining accurate records, liaising with staff and external providers, and ensuring all required permissions and documentation are in place
- Ensure information about home learning and the curriculum is shared with parents each half term, including preparing and distributing clear and timely communications
- Maintain stock levels of school stationery, equipment and first aid supplies
- Undertake filing and photocopying, including basic maintenance of the photocopiers
- Ensure all information is treated confidentially and have absolute discretion
- Support the implementation of the school's attendance and safeguarding strategies to promote pupil safety and consistent school attendance
- In conjunction with office colleagues, maintain up-to-date records of pupil attendance, absences, and relevant welfare information

Pupil Welfare

- Under the direction of the office manager, ensure compliance with the school's policy in terms of delivering first aid and administering medicine to pupils and staff where required (first aid training will be given)
- Provide first aid support during break and lunch times, and for pupils referred to the school office
- Ensure accurate recording of accidents and medication administered
- Support the organisation of break and lunchtime provision, ensuring adequate staff supervision and a safe environment for pupils
- Support the school's behaviour policy by preparing rewards for pupils as directed by the Senior Leadership Team
- Assist with the general welfare of pupils and staff
- In conjunction with colleagues, monitor and follow up on pupil welfare matters, ensuring timely interventions and support as needed
- Support transitions for new pupils, including providing information and guidance to families, working closely with relevant staff
- Monitor and follow up on pupil welfare matters at the direction of the Senior Leadership Team, ensuring timely interventions and support where required

Undertake any other reasonable duties, as directed by the Office Manager, School Business Manager, or Headteacher, that are commensurate with the role and support the effective operation of the school and its administrative functions.

Person Specification - Pupil Services Co-ordinator

| | Essential qualities | Desirable qualities |
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| Qualifications and Training | <ul style="list-style-type: none"> • A minimum of GCSE passes (or equivalent or higher) in English and Maths is required • Dedication to professional development to support with the role • First aid at work (or willingness to complete) | <ul style="list-style-type: none"> • To demonstrate previous educational and/or administrative CPD • MIDAS or D1-trained minibus driver, or willingness and enthusiasm to obtain the qualification |
| Experience, Knowledge and Skills | <ul style="list-style-type: none"> • Exceptional interpersonal skills, with the ability to communicate clearly, professionally, and diplomatically with individuals at all levels, both internally and externally • Demonstrate patience, flexibility, and a calm demeanour, with the ability to handle challenging situations sensitively and adapt effectively to unexpected changes • Have excellent organisational skills • Have a high level of literacy and numeracy • Be able to multi-task, work under pressure and meet deadlines • Competent in Microsoft office applications • Competent in the use of Google applications • Have meticulous attention to detail • Maintain accurate and efficient record keeping • Understand the importance of maintaining confidentiality inside and outside the workplace • A good understanding of equal opportunities issues as they affect pupils and their families. Knowledge and understanding of the nature and effects of racial and economic disadvantage and deprivation and the ability to develop appropriate responses to the needs arising. Knowledge and understanding of child protection and safeguarding | <ul style="list-style-type: none"> • Experience in Arbor MIS • Experience in using Google Classroom • Experience of customer service delivery/ dealing with enquiries • Previously employed in an educational establishment |

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| Personal attributes | <ul style="list-style-type: none"> • Be able to fully respect and engage in the Christian life; promoting the Christian ethos by encouraging and building one another up in a spirit of community and faith • Be self-motivated and hard working • Be patient, courteous and calm • Be professional, punctual and dependable • Act with honesty and integrity • Be personable, welcoming and approachable • Be a good team member • Display energy, enthusiasm, adaptability and a sense of humour • Be confident and decisive where necessary • Have an affinity with children • Understand and warmly welcome the diverse backgrounds of all pupils, families, and visitors, promoting an inclusive and respectful school environment • Show good attention to detail; be thorough and accurate • Flexible and adaptable to changing needs | |
| <p style="text-align: center;">We reserve the right to close this vacancy early if we receive suitable applications. If you are interested in working with us, please apply without delay.</p> | | |

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