Post Title:	Student Services Administrator
Responsible to:	Student Services Manager
Responsible for:	Delivering high quality, flexible and pro-active administrative support within the Student Services team
Grade	Annual Salary -Band D+ £20,042.81 to £21,269.17 37 hours per week, full-time and permanent

Main Purpose of Job

Reporting to the Student Services Manager, you will assist in delivering high quality, flexible and pro-active administrative support within the Student Services team; to assist in delivering the provision of Student Services support to learners on site; to liaise appropriately with other staff, outside agencies and parents/guardians; and to ensure the maintenance of a supportive and welcoming environment for main site students.

Excellent standards of behaviour, respect and learning depend upon the 'tone' set by all members of the Trust community. We build upon our strengths – together!

For the purposes of this Job Description and Person Specification, Trust is Inspire Trust and all Academies working within the Trust. All duties outlined below are the responsibility of the post holder who will be accountable for delivery. Where there is specific connectivity with another post or the lead responsibility for an activity lies with another member of staff this is stated and will be expanded on in the Operational Schedule (or procedures) for this post.

Main Duties of the Post (including Leadership, Accountabilities and Operational Activities).

A=Accountability (which means being responsible for something to somebody), L= Leadership (guide, direct and influence the outcomes of) O=Operational (day-to-day management and control of these activities)

1. Role Specific Duties and Responsibilities

1	Role Specific Duties and Responsibilities	A	L	O
1.1	Processing trip documentation and supporting the planning of trips using the Evolve+ system	✓		✓
1.2	Maintaining individual trip files	✓		✓
1.3	Maintaining information on the ParentPay system	✓		✓
1.4	Obtaining quotes for travel, accommodation, and other activities	✓		✓
1.5	Booking travel, accommodation, and other activities	✓		✓
1.6	Setting-up Purchase Requisitions/checking invoices	✓		✓
1.7	Ensuring that costings and payment deadlines are appropriate	✓		✓
1.8	Liaising with CLASS/Safeguarding to ensure that appropriate arrangements are in place for students with specific needs	✓		✓
1.9	Booking out First Aid kits and mobile phones for trips/visits/activities	✓		✓
1.10	Reconciling payments made for trips via ParentPay	✓		✓
1.11	Producing reports from ParentPay and updating trip leaders/Admin Manager on a regular basis	✓		✓
1.12	Reconciling trip accounts on completion of trip	✓		✓
1.13	Tracking attendance patterns of individual students or groups of students in-line with College attendance requirements/targets	✓		✓
1.14	Working with students, parents, Progress Tutors and senior staff to investigate poor attendance and safeguard students.	✓		✓
1.15	Maintaining accurate and up-to-date records of this information including responses from parents/students	✓		✓
1.16	Attend regular meetings with Progress Tutors to advise on attendance issues	✓		✓
1.17	Organising Attendance Panels including collating evidence for submission.	✓		✓

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1.18	Preparing documentation and completing early student leaver discussions, including notifying teachers, tutors, exams, LRC of early leavers	✓		✓
1.19	Monitoring student attendance at Student Briefings	✓		✓
1.20	Recording and monitoring planned absence including holiday absence	✓		✓
1.21	Liaising with CIS to access data and develop relevant attendance reports.	✓		✓
1.22	Ensuring that timely alerts are provided to parents/carers should students not attend i.e. weekly absence notification	✓		✓
1.23	Generating and preparing statistics and reports on attendance matters for SLT, HoFs, Governors, teachers and external agencies as appropriate and working with senior staff to contribute to the development of the attendance work of the college.	✓		✓

2	Generic Student Services support:	A	L	O
2.1	Updating College Absence Tracker	✓		✓
2.2	Updating Student Services information board	✓		✓
2.3	Acting as a 'front desk' point of contact for all enquiries to Student Services	✓		✓
2.4	Updating electronic/paper-based records	✓		✓
2.5	Assisting in the preparations for Student Induction days and New Students' Day	✓		✓
2.6	Acting as Relief Receptionist for the College's main reception	✓		✓
2.7	Supporting marketing and promotional events	✓		✓
2.8	Promoting and safeguarding the welfare of students	✓		✓
2.9	Providing cover for colleagues as required	✓		✓

3 Generic Duties and Responsibilities

3.1	Comply with all Trust policies and procedures and work in accordance with the Code of Conduct for Staff.
3.2	All employees will be asked to work at their level on pupil/student interventions to meet the needs and targets of the Trust. For support staff this will include First Aid (training will be provided).

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3.3	Be aware of and support differences and ensure all pupils, students and staff have equal access to opportunities to learn and develop.
3.4	Participate and contribute to Appraisal and the development of Service Delivery Plans and Operational Schedules.
3.5	All employees will undertake regular and routine continuing professional development (including attendance and contribution to internal Training and Planning events) to ensure that they develop and recognise their own strengths and areas of expertise and use these to achieve and support others and the aims of the Trust.
3.6	Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person in accordance with policy.
3.7	Contribute positively to the overall ethos / aims of the Trust including participation in appropriate networks and projects.
3.8	Establish constructive relationships and communicate with others (inside and external to the Trust).
3.9	Organise and support Academy and Trust events as requested.
3.10	Any other reasonable and appropriate duties as directed by Senior Staff at any Trust Academy.
3.11	All staff are required to work in a way that encourages a positive work environment that is solution focused and proactive for all. As a senior support staff holder, you will support, mentor and act as a role model for all staff.

Person Specification

Post: Student Services Administrator – EVC & Attendance Officer (Y12)

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

1	Qualifications / Training / Experience	Essential Criteria	Method of Assessment
1.1	Good general education to level 3 or equivalent and must have GCSE English and Maths Grade C/4 or better.	✓	AF/CQ
1.2	Experience of demonstrating genuine care and respect for the continued progress, achievement and well-being of students.	✓	AF/R/I
1.3	Demonstrate confidence and competence with IT.	✓	AF/CQ/R/I
1.4	Evidence of successfully working in an administrative, clerical or secretarial capacity in a customer-focused environment	✓	AF/CQ/R,I
1.5	Evidence of having previously worked with 16-19-year-olds and adults	D	AF/CQ/R,I
2	Skills and Aptitudes		
2.1	Demonstrate effective communication both verbally and in writing.	✓	AF/CQ/R/I
2.2	Possess effective team working skills.	✓	AF/R/I
2.3	Ability to use initiative to find solutions to varying situations.	✓	
2.4	Enthusiasm and an ability to build positive relationships with young people.	✓	AF/R/I
2.5	Ability to engender confidence and respect from staff and students.	✓	AF/R/I
2.6	Ability to liaise effectively with managers and external agencies.	✓	AF/R/I
2.7	High levels of personal organisation.	✓	AF/R/I
2.8	Ability to successfully manage competing demands and prioritise workload appropriately.	✓	AF/R/I
2.9	Willingness and ability to adapt your own skills to new circumstances.	✓	AF/R/I
2.10	Highly motivated and able to work in a professional and flexible manner.	✓	AF/R/I
2.11	Ability to deal with sensitive and confidential information.	✓	AF/R/I
2.12	Demonstrate an understanding of, and commitment to, safeguarding and promoting the welfare of young people.	✓	AF/CQ/R/I
2.13	Ability to form and maintain appropriate relationships and personal boundaries with young people.	✓	AF/R/I

3	Mandatory Requirements		
3.1	A DBS check at an enhanced level (formerly CRB check) must be undertaken by all candidates and be satisfactory as a condition of employment with Inspire Trust.	✓	DBS Check
3.2	This post is exempt from the Rehabilitation of Offenders Act, 1974; all current convictions, cautions and bind overs must be declared on the application form or provided in a sealed envelope addressed to the Principal. The 2013 amendments to the Act allow that minor spent convictions, cautions and bind overs do not need to be declared.	✓	AF/R
3.3	References that confirm suitability to work with young people, reference must be provided from current/most recent employer. References will not be accepted from members of candidate's families or acting purely as a friend.	✓	AF/R
4	Physical Requirements		
4.1	Health and physical capacity for the role.	✓	I/R
4.2	A good attendance record in current employment, (not including absences resulting from disability).	✓	I/R

5. Effective Behaviours

The Trust looks for evidence from all candidates of effective behaviours which we value and have found to be consistent with high performance. Part of our selection process will be to assess whether candidates can demonstrate that they have exhibited these behaviours in their current or previous employment, education, voluntary or other activity. Candidates are advised to read the following carefully and provide examples of these in the 'Information in Support of the Application' section of the application form. Candidates should be prepared to discuss these in the interview process.

5	Effective Behaviours	Method of Assessment
5.1	**Managing self and personal skills**: Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.	A/I/R
5.2	**Delivering excellent service:** Providing the best quality service to all pupils and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.	A/I/R
5.3	**Finding innovative solutions:** Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.	A/I/R
5.4	**Embracing change:** Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.	A/I/R
5.5	**Using resources:** Making effective use of available resources including people, information, networks and budgets. Being aware of the financial position of the Trust and impact of decisions on this.	A/I/R
5.6	**Engaging with the big picture:** Seeing the work that you do in the context of the bigger picture e.g. in the context of what the Trust and	A/I/R

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	each Academy are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. Appreciating the role of others, their impact on you and your impact on them.	
5.7	**Developing self and others:** Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the Trust.	A/I/R
5.8	**Working with people:** Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.	A/I/R
5.9	**Achieving results:** Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.	A/I/R

Key to abbreviations: AF Application Form, **R** References, **I** Interview, **CQ** Certificate of Qualification, **OT** Occupational Testing (this method of assessment is optional but if used it may be at the shortlisting or interview stage – candidates will be informed), **DBS** Disclosure and Barring Service Check

This specification has been prepared in accordance with the requirements of the Trust's Equal Opportunities in Employment Policy. We undertake to make any 'reasonable adjustments' to a job or workplace to counteract any disadvantages a disabled person may have.

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