



## JOB DESCRIPTION

**Job Title:** Student Services Assistant  
**Grade:** A1/A3 SCP 2-4  
**Reporting to:** Administration and Operations Manager

### **Job Purpose:**

To assist in the smooth running of the Student Services office and be the first point of contact for students on a day-to-day basis.

### **Responsibilities:**

- Be the first point of contact for all students, especially in emergency situations.
- Administer first aid where necessary and make contact with parents / carers / social workers if further action is required.
- Know and understand our students with diabetes and other medical issues and undertake training as required to be able to assist with administering medication e.g. EpiPens
- Contact parents / carers if students are ill during the school day or assist students to make contact themselves.
- Register late students and issue absence passes for authorised appointments in school time.
- Amend and update student records on the School Information Management System (SIMS) as necessary.
- Sell everyday school equipment (pens, pencils, erasers etc.) and facilitate the borrowing of school uniform.
- Assist with the claiming and disposal of lost property.
- Arrange orderly and safe storage of supplies and First Aid equipment and assist with the monitoring of stock.
- Assist with tasks associated with educational visits including collecting cash and maintaining up to date student medical and contact information.
- Assist with the recovery of money borrowed by students (for lunch etc) including sending letters home to parents/carers.
- Support with arrangements for School Nurse and Photographer visits and provide appropriate assistance on the day.
- Participate in training, other learning activities and performance appraisal as required.
- On occasions, to undertake work outside normal office hours in order to meet the variable nature of workloads and deadlines and to support academy events.
- Be aware of and comply with policies and procedures relating to child protection, health and safety, confidentiality and data protection.
- Work in other roles within the wider administration team as required and undertake any other duties that are commensurate with the grade of the post.

### **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.

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- 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 academy events.
- Contribution to the overall ethos/work/aims of GORSE.
- GORSE operates a No Smoking/Vaping Policy.

*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. If you do not have the right to work in the UK and the role does not meet eligibility for sponsorship, please consider carefully whether you meet the eligibility to apply for this position.**

## Person Specification

<b>Criteria</b>	<b>Essential/ Desirable</b>
<b>Qualifications</b>	
GCSE Maths and/or English grades A*- C	<b>D</b>
<b>Knowledge and Skills</b>	
Computer literate and word processing skills	<b>E</b>
Ability to work on own and part of a team	<b>E</b>
Good telephone manner/communicator	<b>E</b>
Ability to keep accurate records	<b>E</b>
Excellent interpersonal skills	<b>E</b>
Friendly, calm, and unruffled disposition	<b>E</b>
Smart appearance	<b>E</b>
A passion for education and making a difference	<b>E</b>
Excellent communicator	<b>E</b>
Effective team member	<b>E</b>
Drive and determination	<b>E</b>
Ambition	<b>E</b>
Energy, enthusiasm, sense of humour	<b>E</b>
Flexible (and willingness to be an extra pair of hands anywhere)	<b>D</b>
<b>Experience</b>	
Experience of SIMs database	<b>D</b>
2-year office/reception experience	<b>D</b>
Experience of dealing with young people	<b>D</b>
<b>Continuous Professional Development</b>	
Evidence of commitment to Continuing Professional Development	<b>E</b>
<b>Other Conditions</b>	
Enhanced DBS Clearance	<b>E</b>

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