



Post Title	Student Services Manager
School / Organisation	Avanti Grange Secondary School
Location	Bishop's Stortford
Grade	Grade 5 – £29,546 - £31,532 per annum, pro rata (Approximately £24,932 - £26,609 per annum (0.84383 FTE))
Hours	37.5 hours per week
Contract Type	Permanent, Term time +2 weeks (39 weeks)
Reports to	Office Manager
Preferred Start Date	September 2026

MAIN PURPOSES OF THE JOB

Provide effective pastoral support and administrative services for students, acting as an approachable and trusted first point of contact for students and their families.

Deliver an effective, professional and welcoming student reception service.

Lead and coordinate the school's first aid, medical and allergy safety provision, ensuring the health, safety and wellbeing of students, staff and visitors.

Provide comprehensive administrative support for educational visits, whole-school events and student-facing resources.

Contribute to the safeguarding and promotion of the welfare and personal care of students.

RESPONSIBILITIES OF THE JOB

Pastoral support and Student Services

- Act as the first point of contact for students and their families, ensuring that enquiries are handled promptly, positively and supportively.
- Lead on pastoral administrative tasks, including for students at key points of transition.
- Work with pastoral colleagues where issues arising from home are affecting, or are likely to affect, attendance, behaviour or performance.
- Maintain accurate student records across the school's systems, supporting the admissions team as required and complying fully with data protection requirements.
- Deliver a professional and welcoming reception service, covering main reception as required, operating the switchboard and processing post and deliveries.
- Ensure that all visitors are signed in and site safeguarding procedures are followed, and manage student sign-in and sign-out arrangements.

First aid, medical and allergy safety

- Act as the school's lead first aider, providing first aid and emergency medical assistance to students, staff and visitors, and making sound decisions on contact to parents and carers, emergency services or medical professionals.
- Maintain the medical room to a high standard, supervising students within it and contacting parents and carers where a student needs to leave school on medical grounds.



- Ensure that first aid kits, grab bags, defibrillator equipment, spare adrenaline auto-injectors and spare inhalers are inspected, in date, replenished and appropriately located, ordering supplies within the agreed budget.
- Log all first aid and medical interactions on Medical Tracker, maintaining accurate accident and incident records and meeting all statutory reporting requirements, including RIDDOR where applicable.
- Develop, implement and review Individual Healthcare Plans in consultation with parents and carers, health professionals and staff, and maintain an accurate register of students with known medical needs.
- Ensure the safe storage and administration of prescribed medicines, obtain and review written parental consent, and issue medical passes where appropriate.
- Support the school's compliance with the statutory guidance Allergy Safety in Schools, introduced under the Children's Wellbeing and Schools Act 2026 and known as Benedict's Law, including the allergy register, spare auto-injector provision and the coordination of whole-staff allergy and anaphylaxis training.
- Liaise closely with the Govindas catering team to ensure that allergy, intolerance and dietary information is communicated accurately and that agreed protocols are followed at all service points.
- Ensure that students with allergies and medical needs are kept safe and fully included at mealtimes, on educational visits and at co-curricular clubs, and that staff understand the risks and control measures in place.
- Maintain the register of qualified first aiders, monitor expiry dates, coordinate first aid and medical training for staff, and support audits and policy review relating to first aid, medication and allergy safety.
- Liaise with the School Nursing Service and other health professionals, and coordinate the school immunisation programme including consent and communication with families.

Safeguarding and wellbeing

- Work with the Designated Safeguarding Lead and safeguarding team to monitor patterns and trends in first aid incidents, medical need, and attendance linked to health concerns, producing summaries for senior leaders as required.
- Report and escalate concerns regarding attendance, special educational needs, safeguarding or wellbeing promptly using the appropriate systems, including CPOMS.
- Contribute to the school's wider safeguarding, attendance and wellbeing strategies, attending meetings with colleagues, families and other professionals as necessary.

Educational visits

- Provide comprehensive administrative support to trip leaders across the full cycle of an educational visit, including approval documentation, risk assessments, staffing ratios and provider assurance, ensuring records are complete and submitted within required timescales.
- Manage parental communication and consent, including the secure collection of medical, dietary and emergency contact information.
- Prepare visit packs for trip leaders, including registers, emergency contacts, medical summaries, Individual Healthcare Plans, medication and stocked first aid kits.
- Maintain accurate records of all visits and support the Educational Visits Coordinator in monitoring compliance with Trust and local authority procedures.

Events, rewards and general administration

- Administer Parent Teacher Consultation Evenings, including scheduling and the booking system, communication with families, room allocation, physical set-up and attendance on the evening.
- Support the administration and set-up of Open Evenings, awards evenings and other whole-school occasions, attending as required.
- Administer the school rewards system, including the production and distribution of certificates and awards and the preparation of nomination lists for assemblies and celebration events.
- Maintain filing systems, prepare correspondence and documentation, input and maintain data on the school's management information system, and undertake general administrative duties in support of the school office.
- Maintain digital display content across the site and contribute materials and images to school communications, including the parent newsletter and social media channels, as directed.



Student resources and co-curricular provision

- Manage the allocation, issue and return of student lockers, maintaining records and liaising with the site team over maintenance and repair.
- Organise and manage lost property, including collection, sorting, return of named items and periodic clearance in line with school policy.
- Supervise the student laptop loan scheme, including issue, return, condition checking and liaison with the IT team.
- Manage the student shop, including stock control, ordering, sales, payment handling and reconciliation in line with the Trust's financial procedures.
- Coordinate the co-curricular clubs programme, including collating staff offers, publishing the timetable, managing sign-up and maintaining accurate registers.

General Requirements

- Hold a current first aid at work qualification, or be willing to obtain one on appointment and maintain it thereafter.
- Promote and safeguard the welfare of children and young people, working in accordance with the school's child protection policies and procedures and raising any concerns noted in the course of duty.
- Maintain high standards of confidentiality, adhering to the UK General Data Protection Regulation and the Data Protection Act 2018 and handling special category data, including medical information, lawfully and securely.
- Attend relevant meetings, training and professional development activity, and keep abreast of developments in fields relevant to the role.
- Be prepared to attend meetings and events outside of normal office hours.
- Adhere to all applicable rules, regulations and procedures, including the school's Equalities Policy and Code of Conduct, and promote equality, diversity and inclusion.
- Undertake any other duties, including covering the essential work of absent colleagues, commensurate with the grading of the post, as directed by the Office Manager or the Senior Leadership Team.

This job description is not your contract of employment or any part of it. It has been prepared only for the purpose of School organisation and may change either as your contract changes or as the organisation of the School is changed. Nothing will be changed without consultation.



PERSON SPECIFICATION

Criteria		Requirement	
		<i>Essential</i>	<i>Desirable</i>
1.	Good general standard of education, with GCSE English and Mathematics at Grade 4 or above, or equivalent	✓	
2.	Current First Aid at Work qualification, or willingness to obtain and maintain it on appointment	✓	
3.	Anaphylaxis, paediatric first aid or mental health first aid training		✓
4.	Experience of working in a school or other setting with children and young people	✓	
5.	Experience of maintaining accurate records and handling confidential and sensitive information	✓	
6.	Experience of liaising effectively with parents and carers, colleagues and external agencies	✓	
7.	Experience of prioritising a varied workload and working under pressure	✓	
8.	Experience of safeguarding or pastoral work in schools		✓
9.	Experience of administering educational visits, events or enrichment activity		✓
10.	Experience of using a school management information system, ideally Arbor, and a medical logging system such as Medical Tracker		✓
11.	Competence in producing print and digital materials using design software such as Canva or the Adobe suite		✓
12.	Good IT skills, including Microsoft Office applications	✓	
13.	Understanding of safeguarding responsibilities, confidentiality and data protection in a school environment	✓	
14.	High level of personal organisation, with strong attention to detail and the ability to work without close supervision	✓	
15.	Excellent written and oral communication skills	✓	
16.	Ability to build positive relationships with students, families and staff and to work effectively as part of a team	✓	
17.	High levels of discretion, integrity and trustworthiness	✓	
18.	Commitment to the ethos and values of Avanti Schools Trust	✓	

FURTHER INFORMATION

Due to the nature of this role, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. In making your application, it is essential you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up; any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment. Further information can be found in the *Child Protection and Safeguarding Policy* on the Avanti Schools Trust website.