



Post Title	Student Services Manager
School / Organisation	Avanti Grange Secondary School
Location	Bishop's Stortford
Grade	Grade 5, £26,425 - £28,288 per annum (Approximately £22,298 - £23,870 per annum pro-rata 0.84383 FTE)
Hours	Full-time (37.5 hours per week)
Contract Type	Permanent
	Term time plus two weeks, hours are flexible throughout the year
Reports to	Office Manager
Preferred Start Date	1 st May 2024

MAIN PURPOSES OF THE JOB

- Provide effective administrative services relating to student pastoral care.
- Provide an effective student reception service.
- Provide first-line medical assistance to students and staff.
- Contribute to the safeguarding and promotion of the welfare and personal care of students

RESPONSIBILITIES OF THE JOB

Key Responsibilities

- To be the first point of contact for students and their families, providing appropriate information as required to relevant staff, students, and parents.
- To undertake responsibility for leading on pastoral administrative tasks.
- To support students through key points of transition.
- To provide administrative support in exploring early help for students where a need arises.
- Liaise with colleagues to efficiently record student interventions on internal system.
- To work with the Attendance Officer, individual students and their families when issues from home are affecting or likely to affect their performance/attendance/behaviour at the school.
- To support the administrative duties for educational trips and visits.
- Ensure maintenance of accurate student records in a variety of formats (spreadsheets, databases etc.) and full compliance with Data Protection and Freedom of Information regulations

First Aid

- Maintain first aid supplies across the school.
- To ensure appropriate storage and administering of prescribed medicines in line with appropriate medical direction.
- To obtain written consent for students requiring the administration of medication during the school day and ensure information is updated as required.
- To administer appropriate care as the first point of contact for sick or injured students.
- To keep first aid logs up to date following the school policies and procedures and to maintain a written record of all students attending Student Services for medical assistance – to include details of treatment given in accordance with School and LA procedures.



- To prepare and update appropriate Medical (Health) Care Plans and maintain an up-to-date record of all students with known health or personal concerns.
- Contact parents/carers if students need to leave school.
- Promote the inclusion and safety of all pupils.
- Ensure information regarding students with allergies and specific needs are communicated to catering staff and protocols are followed.
- Maintain staff First Aid training log, notifying staff members when training is due for renewal/review.

Student Services (Reception)

- Ensuring student enquiries are dealt with in a positive and supportive way.
- Ensuring student records are maintained accurately by supporting with filing and data changes as directed.
- Supporting the admissions team with the admissions process for new students as required.
- Supervising students in the treatment room and Student Services area.
- Ensure all student services activity is logged using the agreed system.
- Report any concerns about student attendance, special needs, safeguarding or general wellbeing using the appropriate systems.
- Covering the main reception as required.

General

- To attend Parent Teacher Consultation evenings as required.
- To attend Open Evenings as required.
- To attend relevant meetings and training sessions.
- To keep abreast of developments and changes in fields relevant to the role such as DfE statutory guidance.
- To assist in lunch time supervision duties.

General Requirements

- To be first aid trained or to be willing to complete first aid training once appointed.
- Adaptable, imaginative, creative and flexible in approach to the work.
- Self-motivating and the ability to identify your own training needs, including safeguarding training or refresher training, and a willingness to attend relevant training courses.
- Prepared to attend meetings outside of office hours.
- Promote and safeguard the welfare of young and vulnerable people that you come into contact with.
- To maintain high standards of confidentiality.
- To be aware of and work in accordance with the school's child protection policies and procedures, and to raise any concerns relating to such procedures with may be noted in the course of duty.
- To be aware of and adhere to applicable rules, regulations, legislation and procedures including the schools Equalities Policy and Code of Conduct, national legislation (including Health and Safety, Data Protection).
- Performing 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 Senior Leadership Team.

GDPR

- To adhere to GDPR and Data Protection Regulations, whilst maintaining confidentiality

PERSON SPECIFICATION

Criteria	Requirement
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		<i>Essential</i>	<i>Desirable</i>
1.	Good general standard of education with qualifications to at least 'A' level standard or equivalent, and good GCSE English and Mathematics	X	
2.	Degree level of qualification or equivalent		X
3.	Experience of maintaining and using computer and paper-based data/information	X	
4.	Experience of liaising with a range of stakeholders to find effective solutions	X	
5.	Experience of working with young people in challenging circumstances		X
6.	Experience of using a Management Information System		X
7.	Experience of safeguarding and pastoral roles in schools		X
8.	Ability to manage time effectively, organise and prioritise workloads and work proactively to ensure objectives are fulfilled	X	
9.	Ability and willingness to work cooperatively as part of a team	X	
10.	Evidence of innovative and effective learning coordination		X
11.	Adhere to the confidential nature of staff/student information	X	
12.	Excellent written and oral communication skills	X	
13.	Good communication and interpersonal skills – working with staff, students and parents/carers	X	
14.	High level of personal organisation, and the ability to work without close supervision	X	
15.	Calm, confident attitude	X	
16.	Knowledge and experience of school MIS Arbor and data		X
17.	Promote and safeguard the welfare of children and young people	X	

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.

For further information - <https://avanti.org.uk/wp-content/uploads/2022/09/AST-Child-Protection-and-Safeguarding-Policy.July-2022.pdf>