

## Student Services Manager Longfield Academy – Job Description

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**Faculty/Department:** Whole Academy  
**Job Title:** Student Services Manager  
**Responsible to:** Assistant Head of College

### Main Duties

- Work with identified students and their parents/carers developing and implementing inclusive practices which enable the students to effectively access education.
- Be a visible presence before school, break and lunchtimes in the college plaza areas. Support the supervision of students in key areas as needed.
- Dealing with day to day low level behaviour using Academy procedures.
- Addressing behaviour issues that arise at break and lunch time and appropriate follow-up. It will be expected that SSM break and lunch will be taken outside of the Academy scheduled break and lunchtimes.
- Daily monitoring of individual/class reports and behaviour logs with analysis of patterns.
- Addressing uniform and equipment discrepancies with students and following up with parents/carers.
- Establish regular communication links with parents/carers.
- Undertake daily attendance monitoring (including first day calling), provide summary information and early identification of concerns at Longfield Attendance team meetings (LAT) and CLT
- Undertake 'late gate' on a rota with other SSM. Follow-up with own college late detention at break and parental contact.
- Assist in the casual admission process.
- Collect students for after school detentions.
- Be part of IER supervision rota.
- Support CLT to undertake the Internal PSP upon return from IER as appropriate.
- Support the work of designated members of the Academy and outside agencies with issues related to the inclusion of students including completing relevant section/submission of Early Help application.
- Support parents/carers of identified students in accessing other relevant agencies and services via Longfield Student Support Services.
- Keep confidential and comprehensive records of all work undertaken.
- Develop effective conflict resolution.
- Attend meetings both in house, e.g. attendance/behaviour/inclusion team and external as applicable.
- Provide CLT with daily record sheet updates of student behaviours and attendance.
- Celebrate and reward student successes and achievements.

## Professional Development

- To take responsibility for personal professional development
- To take part, as appropriate, in the Academy's professional development programme
- To engage actively in the Performance Management Review process
- To evaluate own personal performance through self-evaluation and learn from the effective practice of others and from evidence

## Personal Values and Practice

- To provide a role model through their personal and professional conduct
- To work as a member of designated teams and contribute positively to effective working relations within the Academy Behaviour Support Mentor
- To be proficient in the application of literacy, numeracy and ICT
- To safeguard the health and safety of all students both on the Academy premises and when engaged in authorised school activities elsewhere
- To contribute to the effective running of the Academy
- To promote learning in a positive environment

## Safeguarding of students and Duty of care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the [Keeping Children Safe in Education document \(Department of Education\)](#).

## Notes

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.