

# St Bede's School

*'Christian Education at its Best'*



## Student Services Manager

£30,314

To start June 2024

**Application Deadline: 09:30 on 7 May 2024**

64 Carlton Road, Redhill, Surrey, RH1 2LQ Telephone: 01737 212108

*Belonging*

*Education*

*Determination*

*Excellence*

*Service*

**Ofsted**  
Outstanding  
Provider



## About St Bede's

At St Bede's we are proud to serve roughly 1900 boys and girls of all abilities, age 11-18, from the Reigate, Redhill, Caterham, Horley and surrounding areas. This includes over 300 studying academic courses in the sixth form. The school has an Anglican, Catholic and Free Church foundation and we work hard to create an inclusive ethos. Our aim is to ensure that pupils thrive academically, socially and spiritually within a Christian framework.

In March 2023 Ofsted carried out an inspection of St Bede's and judged the school outstanding. The report acknowledged that pupils behave exceptionally well and they are happy and safe. They are unfailingly respectful to each other, to staff and to visitors and their positive attitudes mean that lessons are rarely disrupted. The inspection highlighted that leaders in subjects across the school have created an ambitious curriculum. Teachers have a very high level of subject knowledge and expertise which they use to provide pupils with explanations that are rich in details, bringing the subject to life.

Attainment and progress scores at GCSE and A level are consistently above national averages. We are particularly proud of the English and maths results achieved at GCSE. Both departments achieved fantastic results at 4 and 7 grades.

Measure	2019	2023
Attainment 8	58.27	58.63
Progress 8	+0.73	TBC
EBACC	54%	45%
EBACC entered	84%	57%
4+ English	92%	92%
4 +Maths	89%	94%

**Our school is committed to the safeguarding of children so all appointments are subject to a satisfactory enhanced DBS check. Only applications made on our School Application Form will be considered; we do not accept CVs or unsolicited testimonials. It is our policy always to request references prior to interview.**

Please see our staff prospectus for further information about working at St Bede's.

*"Pupils enjoy their time in class and describe their lessons as 'inspirational'. The content of these inspirational lessons reflects the high expectations that staff have for what pupils can accomplish."*  
**Ofsted 2023**

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## Student Services at St Bede's

We are seeking a Student Services Manager to provide effective and efficient administrative management for the school.

**Please note, applications will be reviewed upon receipt and as such, this vacancy may close earlier than the deadline advertised. Early applications are encouraged.**

Student Services is located in the hub of the school and is often the first port of call for staff, students and parents. The Student Services Manager oversees the office work detailed below as well as carrying out a variety of other tasks and responsibilities:

- **Student Services Receptionists** deal with enquiries both in person and by telephone/email; first aid, including students/staff falling ill; healthcare plans including medication storage and issue; emergency call outs; maintain canteen overdrafts; locker enquiries.
- **Attendance Officers** administer attendance and provide assistance to reception during busy periods and provide cover during lunch break.

Due to the range of responsibilities undertaken by Student Services, it relies on good team work and flexibility to effectively deal with the day to day and extraordinary tasks that may come their way.

The varied work means the successful candidate needs to have excellent IT skills, the ability to effectively multitask, be highly organised, flexible and able to work well as part of a team. A sense of humour and the ability to be calm in a crisis would be great assets.

The person appointed will work 5 days per week (including inset days) for the 39 weeks of the school year plus 1 week in the school holidays.

Support staff are valued members of the school community and fill vital roles. They are respected for the expertise they bring to their area of work. St Bede's supports the professional development of its staff and takes staff wellbeing very seriously.

Annual salary reflects the contractual hours and weeks per year and is calculated using a Surrey Pay formula which includes payment in respect of statutory annual leave allowances. Salary is paid in 12 equal monthly instalments.

**There is no entitlement to take leave during term time. All holidays must be taken during school breaks.**

# Job Profile

St Bede's is a voluntary-aided school in which staff are employed by the Governors and are expected to work within the policies approved and adopted by the Governing Body and under the direction of the Headteacher. We expect all staff to support the Christian ethos of the school, maintain the highest professional standards and contribute to the development of St Bede's as a thriving community.

**Role Purpose:** Provide effective and efficient administrative management for the school within statutory regulations and school policy.

**Key deliverables include:**

- Provision of a high standard of service in all relevant aspects of Student Services administration and processes which results in quality service to pupils, staff, parents and external agencies;
- Efficient management, development and reporting of the student information systems
- The provision of leadership, motivation and management to Student Services Staff.

**Contract** The contractual basis of this post is the current Surrey Pay scheme and any other regulations currently in force.

**Job Family:** Business Function **Grade:** 8

**Responsible to:** Deputy Headteacher Pastoral

**Line Management:**

- Attendance Officers
- Student Services Receptionists

**Accountabilities & Tasks**

*The key accountabilities are numbered below. Additional information/responsibilities are shown as bullet points under each accountability and are not considered to be exhaustive.*

## 2 Support & Service Delivery

1. Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance.
  - Ensure the provision of a high standard of service in all relevant aspects of the Student Services administration and processes which results in quality service to pupils, staff, parents and external agencies. This includes:
    - The accuracy of information displayed on the school website with particular regard to attendance and supporting students with medical needs

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- o Keeping abreast of changes in regulations and implement new systems
  - o New academic year and academic year end procedures
  - o Attendance and registers
  - o Communication and liaison with pupils, parents, staff, external agencies etc.
  - o First aid and medical requirements (pupils)
  - o Responding to emergency callouts from staff
  - o Home school transport services
  - o Student welfare
  - o Lockers
  - o Period Product Scheme
  - o Educational references
  - Efficient management and development of the student information systems ensuring the availability of accurate and up-to-date data
2. Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making.

## **2 Planning & Organising**

1. Plan workloads and secure resources to enable the team/s to achieve a quality service.
  - Parents evenings
2. Lead projects and reviews within a defined area of work as directed to support and enhance service delivery.

## **3 Working with Others**

1. Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.
  - Liaise with and report to external agencies with regard attendance and welfare of students.
  - Provide support in the use of information management systems used by the School and pertinent to the Student Support Office service
  - Support pupils, parents and staff in the use of the cashless catering system
  - Be the central source of advice to students, staff, parents and external stakeholders on matters relating to student administration and services.
  - Liaise with NHS immunisation team/parents to assist in administering vaccination programmes to students
  - Liaise with photographers/SLT to schedule individual and year group photographs
  - Liaise with parents/Surrey County Council to establish eligibility for free school meals

**4 People Management**

1. May manage a team operating in a well-defined specialist area or oversee the delivery of a range of support services to a service or function.
  - To periodically review the team structure and staffing to ensure the optimal deployment of resources to meet the needs of the school.
2. Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.

**5 Finance & Resource Management**

1. May assist with budget management in accordance with the St Bede's policies and procedures.

**6 Analysis, Reporting & Documentation**

1. Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.
2. Analyse and make recommendations for improvement or development of existing systems, processes or policy.
3. Prepare and despatch a range of correspondence/documents to facilitate efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.
  - Free school meals

**7 Duties for all**

1. Values: To uphold the values and behaviours of St Bede's School.
2. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.
3. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of yourself and others.
4. To have regard to and comply with safeguarding policy and procedure as appropriate.

**8 Additional Requirements**

1. Carry out any other task which might reasonably be required.

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Person specification

	Essential	Desirable
Christian Commitment	<ul style="list-style-type: none"><li>Strong personal commitment to the ethos of St Bede’s School</li><li>Able to work effectively within an explicitly Christian context</li></ul>	<ul style="list-style-type: none"><li>Personally committed and practicing Christian, member in good standing of any denomination served by the school</li><li>Informed and thoughtful about current Christian issues</li></ul>
Education and Training	<ul style="list-style-type: none"><li>A good standard of education – (Minimum GCSE Grade C in English &amp; Mathematics or equivalent experience demonstrable by testing)</li><li>Experience of working with children / young people</li></ul>	<ul style="list-style-type: none"><li>Knowledge of safeguarding</li><li>Experience in the same or similar role</li></ul>
Experience / Skills	<ul style="list-style-type: none"><li>Good IT skills</li></ul>	<ul style="list-style-type: none"><li>Successful work in secondary school environment</li></ul>
Personal qualities	<ul style="list-style-type: none"><li>Able to deal with people at all levels</li><li>Excellent communication skills</li><li>Calm and organised under pressure</li><li>Team player and multi-tasker</li><li>Self-motivated and hardworking</li><li>Patience and perseverance</li></ul>	

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## How to apply

If you would like to apply, please complete our application form for support posts and send it to us with a supporting statement (no longer than 2 sides of A4) which explains what attracts you to the post, as well as detailing the skills and experience you would bring to it.

Your completed application can be emailed to:

[peopleteam@st-bedes.surrey.sch.uk](mailto:peopleteam@st-bedes.surrey.sch.uk)

If you have any queries please ring the People Team on 01737 214048 or send an email to [peopleteam@st-bedes.surrey.sch.uk](mailto:peopleteam@st-bedes.surrey.sch.uk)

**The deadline for receipt of completed applications is 09:30 on 7 May 2024.**

We look forward to hearing from you.

Our data protection policy for job applicants is available [here](#).

