GORSE

JOB DESCRIPTION

Job Title: Student Services Manager
Grade: B3 SCP 7-11
Reporting to: Operations Manager (Finance and Admin)

Job Purpose:
To oversee the smooth running of the Student Services office and be the first point of contact for students on a day-to-day basis. To Line manage all colleagues within the Student Services team, providing clear direction and quality assurance of tasks to be completed.

Line Management & Team Oversight
- Line manage all staff within the Student Services team, including performance oversight and support.

Medical & Health Support
- Administer first aid to students and staff as needed, ensuring all incidents are recorded on Every.
- Liaise with emergency services during medical emergencies.
- Manage and maintain the defibrillator, ensuring it's operational at all times.
- Oversee the number of trained First Aiders on-site, maintain certification records, and coordinate re-training as required.
- Manage all school first aid kits, including issuing 'blue boxes' for trips and ensuring medical supplies are stocked.
- Create and oversee implementation of Medical Risk Assessments.
- Assist and supervise students with complex medical needs (e.g., Type 1 diabetes), documenting interventions.
- Ensure in-date and correct medication is stored and accessible for students with medical needs.
- Support the planning and delivery of immunisation days.

Pastoral & Student Welfare
- Oversee student toilet access, including issuing and reviewing medical passes and compiling usage data each half term.
- Handle day-to-day student enquiries and wellbeing concerns.
- Manage the administration of Free School Meals.
- Support unwell or injured students and communicate with parents accordingly.

Operational Administration
- Manage school lockers: issue, track, and resolve locker-related issues.
- Administer uniform and equipment sales, including money handling and stock control.
- Oversee loan systems for uniforms and bus money, including tracking and sanctioning where necessary.
- Issue planners, track planner sheets, and trigger detentions or isolations when needed.
- Provide 'Early to School' badges with SLT approval.
- Handle lost property.
- Record and store confiscated mobile phones.
- Collect and track trip consent forms; provide admin support to trip leaders.
- Support photography days, including scheduling and communication.
- Print and issue student timetables as needed.

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Parental & External Liaison

- Handle incoming parental enquiries via phone or face-to-face.
- Process medical information from primary schools and parents; update SIMS accordingly.
- Complete and manage parental contact sheets three times a year.
- Assist in the drafting and distribution of parental letters and other communications.

General Duties

- Support the wider administration team as needed.
- Undertake any other reasonable duties as directed by the Principal or Business Manager.

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.
- 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.
- To complete AM, Break, Lunch & PM duties as required by the Principal.

Any Special Conditions of Service:

- The post is subject to a satisfactory enhanced DBS background check, relevant right to work documentation, suitable references and the successful completion of the trust's 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.

PERSON SPECIFICATION

Criteria	Essential/ Desirable
Qualifications	**E/D**
GCSE Grade C/4 and above (or equivalent) including English and Mathematics.	**E**
Full Driving Licence	**D**
Admin NVQ qualification	**D**
Knowledge and Skills	**E/D**
Excellent telephone manner / communicator	**E**
Good communication and interpersonal skills	**E**
Good numeracy, literacy and ICT skills	**E**
Able to work on own initiative	**E**
Good organizational skills	**E**
Good time management skills, including the ability to work to deadlines	**E**
Proficient in Microsoft Office applications, especially Word and Excel	**E**
A sense of responsibility and confidentiality	**E**
Good team member	**E**
Ability to work well under pressure and use your own initiative	**E**

The GORSE Academies Trust
c/o John Smeaton Academy, Smeaton Approach, Barwick Road, Leeds, LS15 8TA
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Sense of humour	**E**
Positive and encouraging	**E**
Smart appearance	**E**
Co-operative, willing, reliable and trustworthy	**E**
Friendly, calm and unruffled disposition	**E**
Some basic knowledge and understanding of the school system.	**D**
An understanding of policies and procedures relating to child protection, health and safety, confidentiality and data protection	**D**
Experience	**E/D**
Experience of working in an Office / Reception environment	**E**
Experience of working in a school environment or of working with young People	**D**
Experience of SIMs database	**D**
Experience of Creating risk assessments	**D**
Experience of line managing a small team.	**D**
Continuous Professional Development	**E/D**
• Evidence of commitment to Continuing Professional Development	**E**
Other Conditions	**E/D**
• Enhanced DBS Clearance	**E**

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.

Please note that, as a sponsor licence holder, we only provide sponsorship for teacher vacancies.

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