



JOB DESCRIPTION

Job Title: Student Services Officer
 Grade: B3 SCP 7-11
 Reporting to: Administration Supervisor

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.

Responsibilities:

- Line manage all colleagues within the Student Services team
- Manage the school's lockers including issuing, tracking and resolving issues.
- Manage First Aid Kits for trips and issue 'blue boxes' to students with medical needs going on trips.
- Management of Defibrillator, ensuring that it remain in good working order at all times.
- Manage the number of First Aiders within the academy, including keeping copies of certificates and prompting re-training where required.
- Create medical Risk Assessments where required and oversee their implementation.
- Oversee the Free School Meals Administration processes.
- Oversee the planning and implantation of Immunisation and photography days.
- Administer first aid to staff and students where required including recording on Every after the event.
- Liaise with Emergency Services during a medical emergency.
- Assist / supervise students with Type 1 diabetes or other medical needs, recording all actions taken.
- Ensure that medical supplies are kept well stocked including all first aid kits.
- Ensure that the correct medication remains in school for all students with medical needs.
- Issue medical / toilet / other passes to students upon receipt of medical evidence. Track and review all passes each Half Term
- Handle general day to day student enquires.
- Process uniform and equipment sales including the management of money related to these sales and maintaining stock levels.
- Oversee the lending uniform to students including issuing, tracking and sanctioning where not returned.
- Oversee the lending bus money to students including issuing, tracking and following up where not returned.
- Issue new planners where lost / damaged.
- Issue and track planner sheets, including booking Isolations / Detentions where students hit a trigger.
- Provide early to school badges where requested and approved by a member of the Senior Leadership Team.
- Process all Lost Property.
- Store and record mobile phone confiscations.
- Collect trip consent forms from students.
- Handle phone / face to face parental enquires.
- Liaise with parent in cases of students being unwell / becoming injured.
- Print student timetables (where required)
- Process medical information received from Primary Schools and parents, adding to SIMS as required.

GORSE

- Support in the completion of parental Contact Sheets including issuing, collecting back in and adding to SIMS three times a year.
- Provide administration support to trip leaders (as required)

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.

Any Special Conditions of Service:

- The post is subject to a satisfactory enhanced DBS background check, relevant right to work documentation, suitable references and a six -month 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 |
| 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 |

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| 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 |
| <ul style="list-style-type: none"> Evidence of commitment to Continuing Professional Development | E |
| Other Conditions | E/D |
| <ul style="list-style-type: none"> 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. If you do not have the right to work in the UK and the role does not meet eligibility for sponsorship, please consider carefully whether you meet the eligibility to apply for this position.