



Teddington School

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Headteacher: Kathy Pacey NPQH



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Job Description: Student Services Officer

Grade: Scale 4 – NJC 7-10

Hours: 28.33 hours per week / 38 weeks per year (term time plus 1 week)

Responsible to: Business Support Officer

Role Description and Key Purpose

The Student Services Officer will work across the pastoral services and business administration departments. The role is varied and responsibilities include providing first aid to students, offering a range of support and care to students and assisting with whole school activities and wider administration needs. The postholder will also support students with medical needs, store medicines and keep medical records diligently. Every day will be different and extremely rewarding.

Specific duties and responsibilities

- To act as the schools main first aider and work within student administration to carry out tasks which support the welfare of our students
- To administer first aid to students and staff and assist with emergency procedures as required.
- To maintain first aid records and equipment and ensure compliance with first aid/health and safety processes.
- To support students with medical needs and liaise with parents as appropriate
- To liaise with health professionals and facilitate immunisations, training and visits as required
- To liaise with colleagues including pastoral teams, leadership team, external agencies and parents as required
- To assist in the maintenance and collation of relevant student data, including Free School Meal allowances.
- To develop and enhance an approach for student sanitary products support
- Responsibility for administering trips/student purchases/clubs/lunch cards via ParentPay
- To support students who need help with their student ID cards
- To support the admissions process with new starter materials and data entry
- To oversee student lost property arrangements
- To disseminate email correspondence from parents to appropriate members of staff, in relation to medical needs
- To provide administrative support including phone calls, emails, and letters, photocopying, and scanning as required
- To keep up to date with SIMS and other relevant software for the role training
- To assist students with their queries and concerns in line with school policy and procedure



CEO: Mr Alex Russell OBE

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- Any task which is appropriate to the post level in order to maintain/enhance organisational effectiveness which may include redeployment to other administration departments on a temporary basis
- To provide general support as required by the Headteacher

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Person Specification: Student Services Officer

<u>Essential</u>	<u>Desirable</u>
Enhanced first aid qualification	EpiPen and Defibrillator training
Good numeracy and literacy skills (GCSE (or equivalent) Maths and English	Level 3 child protection training
Experience of working with young people, preferably within a school setting	Knowledge of SIMS software
Experience of providing first aid on a regular basis	An understanding of student medical and welfare matters in a school setting
Competent using Microsoft Office software	Ability to support and lead first aid incident investigations
Proven ability to deal with students with diverse needs	Use of ParentPay or other similar school cashless system
Proven ability to work under pressure and prioritise during challenging situations	
Attention to detail to allow excellent record keeping	
A strong commitment to safeguarding and health and safety	