



INFORMATION PACK:

Student Services Supervisor



The Latimer Arts College

Job Description

Role:	Student Services Supervisor	Postholder:	
Scale:	NJC Grade F, Point 6-7	Hours:	37 hours per week 39 weeks per year (term time plus training days) 30 minute unpaid lunch break
Line Manager:	Assistant Principal: Attendance, Behaviour and Safeguarding	Direct Reports:	Student Services Assistant: First Aid and Well-Being
Date:	September 2026	Reviewed:	

General Responsibilities

- To lead on providing a frontline support to our students in a range of areas.

Specific Responsibilities

- To understand and be fully committed to the duties and responsibilities in relation to child protection and safeguarding young people;
- To administer School Comms: issuing and responding/allocating, sending out letters, newsletters, texting exam reminders etc;
- To undertake School Gateway maintenance: daily import, resolving errors, adding in-year new starters to lunch payments, resolving parent issues;
- To organise school events such as vaccinations and school photographs;
- To produce letters relating to students, e.g. students "proof of" enquiry responses e.g. working visas;
- To manage and update linked documents in the schools MIS system, Compass;
- To manage the provision and ordering of sanitary products and medical supplies;
- To line manage the Student Services Receptionist and ensure risk assessments, IHCPs are in place;
- To be responsible for ensuring that first aid kits are fit for purpose.
- To provide Lead First Aid support to students and staff as and when required;

- To be the first port of call in managing student well-being matters such as dealing with student illness, answering routine calls from parents and carers, managing routine student enquiries, managing lost property;
- To support with daily attendance procedures as required, including undertaking calls with parents and carers of those who are absent;
- To contribute to an efficient and effective provision of Student Services by supporting with a range of administrative duties and to cover the duties of other teams as required;
- To undertake any other reasonable duties as directed by the Principal.



PERSON SPECIFICATION: Student Services Supervisor

SELECTION CRITERIA (no priority order)			
Qualifications	Essential	Desirable	Method of Assessment
High level of Literacy and Numeracy skills, equivalent to Level 3	X		Application form / verified at interview
First Aid qualification		X	Application form / verified at interview
Working with Children and Young People	Essential	Desirable	Method of Assessment
Motivated to work with children and young people to ensure they are successful	X		Application form / reference / interview
Commitment to, and belief in, the equal value of all students	X		Application form / interview
Ability to form and maintain appropriate relationships and personal boundaries with children and young people	X		Reference / interview
Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline	X		Reference / interview
Experience of working with children in an educational setting	X		Application form / interview
An awareness of child protection issues	X		Application form / interview
Knowledge and Experience	Essential	Desirable	Method of Assessment
Proven experience of working in administration	X		Application form
Prior relevant experience of working in a school	X		Application form / interview
Experience of using a School's Information Management System	X		Application form / interview
First Aid trained (or a willingness to undertake training)	X		Application form / interview
Skills	Essential	Desirable	Method of Assessment
Strong ICT skills, especially in the use of Word and Excel	X		Application form / interview
Appropriate level of data protection, security, and confidentiality awareness	X		Application form / reference / interview
Strong communication and listening skills	X		Application form / interview
Ability to problem solve and an awareness and ability to identify issues that children may experience and how they can be resolved	X		Application form / interview



Accurate, consistent and have an attention to detail	X		Application form / interview
Personal Qualities	Essential	Desirable	Method of Assessment
Ability to work as part of a team	X		Application form / interview
Ability to keep calm and maintain an air of authority	X		Application form / interview
Efficient and organised: independent and effective in time management	X		Application form / interview
Ability to use initiative	X		Application form / interview
Willing to be flexible and adaptable	X		Application form / interview
Additional Requirements	Essential	Desirable	Method of Assessment
Willing to contribute to the wider aspects of school life		X	Interview