

## JOB DESCRIPTION & PERSON SPECIFICATION

### Title of Post: Student Support Officer

Date: Sept 2022

### JOB DESCRIPTION

Purpose	<p>To provide support to Directors of Learning in each Key Stage. This includes responsibility for management, administration and pastoral support, supervision of students through the day and preparation and collation of student information.</p> <p>To eliminate barriers to learning by ensuring that the school works in partnership with families, parents and carers so that every student can achieve and realise her potential. The focus of the role is enable learning to take place through developing strong links between school, home and external agencies where required.</p>
Responsible for	There are no line management responsibilities in this post.
Reporting to	Student Services Manager
Liaising with	Colleagues in the Student Services Team, Directors of Learning, Attendance Officer; all school staff, students, parents & carers, visitors, external agencies
Scale/Grade	S01
Terms & Conditions	<p>36 hours x 52 weeks</p> <p>Colleagues may be required to work out of hours by negotiation, Colleagues are also welcome to apply for flexible working.</p>
Main Duties	<ul style="list-style-type: none"> <li>• Provide administrative support to Directors of Learning in the effective management of year groups to realise student achievement. This will include organising and minuting meetings as required, production of high quality and timely letters, reports, profiles, references and career guidance, concerning student progress and attainment, record keeping and filing – both electronic and hard copy.</li> <li>• Work closely with the Attendance Officer, Directors of Learning and the Student Services Manager to identify students at risk of underachievement as a result of poor attendance and/or external issues. Put into place strategies to address these issues including individual support to students, group support and family programmes.</li> <li>• Ensure behaviour interventions and rewards are implemented in accordance with school policies.</li> <li>• Promote high standards of behaviour and learning, supporting and monitoring interventions for behaviour, learning, attendance, achievement, etc., for each key stage.</li> <li>• Supervision of students as required throughout the school day, including break, lunchtime and after school.</li> <li>• Be responsible in the first instance for students who are casual admissions in the key stage including communicating with relevant staff, liaising with families and tracking student progress.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work with the designated Director of Learning to ensure a smooth transition by students from one key stage to the next (2 to 3; 3 to 4; 4 to 5). This will include different tasks according to key stage but may involve visiting schools, options advice, post 16 courses advice and careers &amp; further education guidance.</li> <li>• Act as a Key Worker to designated students.</li> <li>• With the Student Services Manager, ensure that the maximum number of families are supported to claim their free school meal entitlement.</li> <li>• Based on an analysis of need, develop parent support programmes that can be delivered at school or within the local community.</li> <li>• Be on the First Aid rota.</li> <li>• Take a lead role in the safeguarding and child protection arrangements of designated students. This will include all administration, detailed record keeping and regular communication with relevant others.</li> <li>• Liaise with external agencies as required, including social services and police.</li> <li>• Ensure that Child Protection cases are dealt with efficiently and quickly and take a lead role in dealing with individual cases.</li> <li>• Undertake Health &amp; Safety duties as directed by the School Business Leader to ensure that the school meets its duty of care to all students, staff and visitors to. The post holder will be a member of the school's Critical Incident Support Team and will assist the Headteacher and Leadership team in an emergency.</li> <li>• The Student Services Officers will shadow each other and the attendance functions of the Attendance Officer.</li> </ul>
Other Specific Duties	<ul style="list-style-type: none"> <li>• Assist in the supervision of students as required, for example in exams, on trips and at break times.</li> <li>• The post holder will be required to demonstrate a continual positive commitment to the school's policies including those relating to safeguarding children, health &amp; safety, and equal opportunities.</li> <li>• Implement and follow all school and LA policies and procedures, including giving due regard to the schools equal opportunity policy.</li> <li>• Ensure all work is appropriately documented and kept up-to-date.</li> <li>• Keep abreast of current legislation and developments in relation to finance and attend training where appropriate.</li> <li>• Participate fully in the School's Self-Review, Performance Management/Staff Review and School Improvement Plan procedures.</li> </ul>

Excellence is expected by all in the school's community where a dynamic and challenging learning environment helps to realise the ambitions of all and continues to ensure exam results are above the national average. The school is committed to preparing students to be responsible, articulate and intellectually curious about the world they live in with confidence. Supporting a creative approach to teaching and learning is established and expected by all.

It is expected that the post holder will carry out her/his responsibilities within this philosophy. The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

**This role is subject to an enhanced DBS check.**

**Title of Post: Student Support Officers**

**PERSON SPECIFICATION**

<p>Skills &amp; Aptitudes</p>	<ul style="list-style-type: none"> <li>• Exceptional skill/aptitude levels in dealing with adults and young people. Outstanding interpersonal skills.</li> <li>• Ability to work with a wide range of individuals and external agencies.</li> <li>• Exceptional interpersonal skills and team leadership.</li> <li>• Outstanding communication skills.</li> <li>• Outstanding administrative skills.</li> <li>•</li> </ul>
<p>Qualifications &amp; Experience</p>	<ul style="list-style-type: none"> <li>• Degree or other relevant Level 4 qualification.</li> <li>• Minimum Level 2 Grade C or equivalent qualification in English and Maths.</li> <li>• At least 3 years experience of working with children, young people and their families in a school, youth or voluntary setting.</li> <li>• Knowledge and experience of procedures and legal requirements related to Child Protection, Safeguarding, Attendance, admissions and exclusion.</li> <li>• Outstanding record of attendance and punctuality.</li> <li>• First Aid qualification</li> </ul>
<p>Qualities</p>	<ul style="list-style-type: none"> <li>• High levels of integrity, trust and endeavour.</li> <li>• Ability to maintain confidentiality and discretion at all times</li> <li>• Self confidence and a calm approach when dealing with challenging and difficult circumstances</li> <li>• A sense of ambition and empathy for all learners.</li> <li>• A self starter who can set and meet deadlines; a problem solver who always wants to achieve better levels of service.</li> <li>• Approachable, flexible and with sound judgement.</li> <li>• Is able to deal with difficult or hostile conversations and remain calm in stressful circumstances.</li> </ul>
<p>JD and person spec prepared by</p>	
<p>Date</p>	
<p>Signed (SBL)</p>	
<p>Date</p>	
<p>Signed (Employee)</p>	
<p>Date</p>	