

JOB DESCRIPTION

Support Officer

POSITION TITLE Support Officer (SO)	
GRADE: Scale 1/2 SCP2 TTO, 1 Year Fixed Term Contract	SECTION: Business Unit
REPORTS TO: Director of Operations	

JOB PURPOSE

To provide administrative support to departments across the school, working as part of the central administration team to undertake a range of administrative duties required to support the effective running of the school.

To provide domestic support as required throughout the school in order to ensure that the school operates effectively and looks its best, especially for key events in the school calendar.

To supervise students in order to support them to make excellent progress, including through the on-call system throughout the school day, in clubs and activities before/after school, at break and lunch, when eating or socialising with friends at break and lunch, and on school trips as required.

The following are the main responsibilities of the post:

1. Student Supervision

- To understand the school's behaviour curriculum, strongly reinforcing the behaviour policy.
- To staff the school's "On Call" process and supervise the Internal Suspension Room according to a rota created by school leaders.
- Be available by walkie talkie (according to a rota covering all 5 periods of the school day) to support with collecting students, taking them to the reflection room, Inclusion area or other spaces and liaising with the Inclusion and Safeguarding team and other staff as required to ensure the safety and supervision of all students.
- Supervise clubs and/or activities before school, after school, at break and at lunch time as required, for example enabling groups of students to read books or play board games.
- Supervise students arriving/leaving school on the gate as required.
- Supervise students at break and lunch in the canteen or other eating areas as required to ensure that students eat a healthy meal in a clean, safe and sociable environment, including supervising queues in the canteen as required.

- Encourage and support students to use a tray, clear the table after themselves, and scrape their plates, helping them by doing so with or for them as required.
- Keep the canteen clean, tidy and safe by clearing tables/cleaning up spillages as required.
- Build strong relationships with the school's canteen staff and with other school staff on duty in the canteen in order to work as part of a wider team to achieve these aims.
- Supervise students at break and lunch in the playground, AstroTurf, and other external spaces in the school, as well as in the Assembly Hall, Sports Hall, Foyer and other areas (especially when rainy) to ensure that they are socialising and playing appropriately and safely.
- When supervising students on the school site, be available by walkie talkie and use them to communicate with other staff on duty in a professional and clear manner.
- Accompany students on school trips as required.
- Promote the school's values and behaviour expectations whenever supervising students, including anticipating and taking action to discourage poor behaviour, dealing with any incidents, using the school's behaviour system to record praise and concerns for individual students, and referring matters to senior teaching staff as necessary.
- Communicate with parents as required with the appropriate support from Pastoral colleagues.
- Support with assemblies, including supporting the smooth arrival and departure of students, as well as taking registers to the teachers in the Assembly Hall for completion.
- Support in the central cover space if required.

2. Administration

- Provide administrative support by carrying out administrative requests made through the School Central Administration Manager by staff in any school department, supporting Administrative Officers as required.
- Carry out photocopying, typing, and both manual and electronic filing.
- Collate information packs for staff, student and parent events.
- Support in carrying out mail-outs by post.
- Deal with correspondence including sorting and distributing post and addressing and franking all outgoing mail.
- Up-keep of staff trays, telephone list, email list and similar.
- Carry out data entry in Arbor and other appropriate software as required.
- Generate and print reports as required from Arbor and other appropriate software for a range of purposes including preparation for meetings and events, including collating them into packs as necessary.

3. General

- Keep the staff room and front office kitchen stocked with cleaning materials, tea, coffee, sugar, milk, cups, spoons, etc.
- Keep the staff room kitchen clean and tidy after use at break and lunch, including washing up and putting away cups etc. and wiping down surfaces and the microwaves.
- As required, keep other school kitchen areas stocked, clean and tidy as described in the three bullet points above.
- Support with ensuring displays around the school look neat and tidy as required.

- Proactively identify and report site issues to ensure that the school looks at its best.
- Work as part of a team to deliver the varied tasks across the school, showing flexibility to meet the demands required.
- Establish and maintain good relationships with all colleagues, students, parents/carers, suppliers, contractors and outside agencies.
- Participate in school events such as open events and contribute to promoting the school to the wider community.
- Provide excellent customer service at all times.
- Show commitment to their continued professional development and performance management.
- Undertake INSET and training and participate in appropriate school meetings.
- Undertake first aid training in order to act as a first aider within the school.
- Undertake fire marshal training in order to act as a fire marshal within the school in line with the Fire Evacuation procedure.
- Undertake any other duties, appropriate to the grade, which may be required as directed by the Director of Operations or Head of School.
- To undertake some invigilation duties during the examination periods, if required.
- The post holder will work 35 hours per week spread equally across five days during term time, with standard hours determined by SLT.
- The post holder is required to hold an enhanced DBS disclosure. Much of the post holder's work is of a confidential nature, demanding a suitable level of security including, for example, a clear desk policy.
- The post holder is expected to adhere to all school policies and procedures, with particular regard to safeguarding and equal opportunities.
- The post holder's responsibility for promoting and safeguarding the welfare of children and young people for whom (s)he comes into contact will be to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school (s)he must report any concerns to his/her Line Manager or the school's Designated Safeguarding Lead.

In addition to the above, specific responsibilities, the post holder will carry out any other reasonable duties relevant to the role as directed by the Head of School. This Job Description may be reviewed at the end of the academic year or earlier if necessary. In addition, it may be amended at any time after consultation with you.

EQUAL OPPORTUNITIES STATEMENT

Adhere to the Council's Equal Opportunities policies and ensure anti-discriminatory practice within the service area.

COMMENSURATE STATEMENT

The postholder must demonstrate a flexible approach in the delivery of work. Consequently the postholder may be required to undertake any other reasonable duties not specifically identified in the job profile but commensurate with the scope, grade and responsibilities of the post as determined by the manager.

CHILD PROTECTION

To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the school and the local authority.

Signed _____ Date _____
Postholder

Signed _____ Date _____
Head of School

Haverstock School

Person Specification: Support

Officer

Education, Qualifications & Experience	<ol style="list-style-type: none"> 1. First Aid at Work qualification (full course not appointed person course) or willingness to obtain. 2. Fire marshal qualification or willingness to obtain. 3. Experience of working within a team environment and the flexibility that this may at times require.
Knowledge, Skills & Understanding	<ol style="list-style-type: none"> 1. Able to demonstrate a good standard of literacy and numeracy. 2. Commitment to working within the School's aims with regard to safeguarding, equal opportunities and raising achievement. 3. Able to handle confidential information with complete discretion. 4. A genuine interest in education and being part of the school community. 5. An understanding of the issues that may affect young people. 6. An understanding of Health and Safety in the workplace and a willingness to undertake any training that may be required.
Professional Expertise	<ol style="list-style-type: none"> 1. Develops excellent relationships with students. 2. Ability to be a role model for young people. 3. Ability to communicate effectively with staff, parents and students, and to work as part of a team.

<p>Monitoring, Evaluation & Review and Accountability</p>	<ol style="list-style-type: none">1. Willingness to undertake training to develop in role.2. Willingness to accept advice from school leaders.
<p>Other Professional Requirements</p>	<ol style="list-style-type: none">1. A willingness to initiate and participate in co-curricular activities.2. Has the ability to work with parents, external agencies and the wider community.3. Determination to promote a culture that celebrates success.4. Ability to lead by example, setting high standards of punctuality, dress and conduct.5. Clarity of thought and vision with proven ability to finish a task.6. Positive, team based approach to school improvement, with a 'can-do' attitude to making Haverstock School an 'outstanding' school.7. Desire and aptitude to develop professionally beyond this post.