

Job Description for the Post of: Senior Student Services Coordinator

Introduction

Job descriptions have been written to help produce an effective school. They are written statements of what the jobs involve, what staff are expected to do and the responsibilities involved in the jobs. They thereby provide a basic framework for the discharging of professional and managerial responsibilities. These basic frameworks provide a means by which job-holders and persons assuming the responsibility for the job-holders can mutually discuss the nature of the job.

Job descriptions also allow others in the school to understand what the jobs entail. They are not meant to be static or exclusive; rather, the nature of a school environment means that flexibility in jobs is desirable and inevitable. It is the spirit in which jobs are performed which is important to an effective school.

Responsible To

To be responsible to the Head through the Student Services Manager.

Main Purpose of Job

The main purpose of the job is to support the Student Services function, working closely with the Student Services Manager and the general administrators and receptionists to provide a responsive and helpful service to students, colleagues and parents, alongside running the organisation of a number of in school and after school events.

Main Tasks

1. To ensure the safety and wellbeing of all students and to report any safeguarding or child protection concerns through the school's reporting procedures. To contribute to the safety and wellbeing of colleagues.
2. To receive, allocate and oversee administrative support requests and oversee the workload of the Student Services Administrators and Receptionists, working together to ensure an efficient administrative service.
3. To work closely with the Careers Lead to organise and prepare in-school events such as mock interviews and careers events, working with a range of external agencies, and to support the administrative process of Year 10 work experience.
4. To organise and manage a wide range of administrative support for student activities and events, for example parental permissions and medical clearance for school trips, invitations and logistics planning for New Intake events and Awards Evenings, and liaising with colleagues to plan and prepare Parents' Evenings, Open Evenings and Options Evenings.
5. To provide first aid when required and assist with a wide range of student medical needs. Training in First Aid at Work and Mental Health First Aid will be provided and must be kept up to date.
6. To work with the Student Services Manager, Administrators and Receptionists to improve communications between school and home, ensuring that student and parental enquiries are dealt with promptly and efficiently, contacting parents as required, including issues relating

to: signing in and out and registration; uniform; travel passes; safekeeping of mobile phones and valuables; lockers; lost property; dinner money; timetables; sickness and first aid.

7. To maintain the confidential nature of information relating to the school, colleagues, students, parents and carers and to ensure data protection regulations are complied with and maintained, storing necessary correspondence on CPOMS.
8. To be aware of the daily calendar of events of the school, eg the cover list, timetable/room changes and duty rotas, so that enquiries are responded to effectively and without unnecessary delay.
9. To undertake statistical analysis where necessary.
10. To work flexibly with administration and reception colleagues as a team, as follows:
 - assisting during busy periods, and supporting team members to provide an efficient and effective administrative service;
 - supporting students and families to access the uniform bank, monitoring uniform levels and needs;
 - registering student and staff finger patterns;
 - processing incoming telephone messages, ensuring queries are passed onto colleagues promptly, using email where necessary;
 - maintaining an up-to-date and accurate database of student information using a computerised information management system (eg SIMS, ClassCharts, etc);
 - working with Admissions during the holidays to support an efficient start to a new school year and each term, and in particular being in school for the first and last week of the summer break to support Summer School and the uniform appointments;
 - being part of a rota to cover the main reception during school holidays, including dealing with incoming and outgoing mail, logging and processing outgoing mail for Royal Mail collection;
 - To provide general administrative support as required, for example addressing envelopes, making up information packs, helping administrative colleagues during busy periods, photocopying and filing as required.
11. To be able to use the appropriate modules of the school's information management system (SIMS), ClassCharts and other software, eg word processing, spreadsheets, database, presentation, internet and email. To type and word process documents and letters, including the inputting of data and using mail-merge where required.
12. To support a service-oriented 'can-do' approach and a culture of support within the administrative team.
13. To undertake training where necessary.
14. To undertake other duties as required in line with the grade and responsibilities of the post.