

JOB ROLE: Student Services Assistant

PAY BAND: 4

HOURS: 37 per week/39 weeks per year

REPORTS TO: Student Services Manager

Trafalgar School is a vibrant learning community where every member of staff understands the difference that they can make to our students' outcomes. We expect all staff to be actively involved in the personal development of our young people and to show full commitment to their own and the school's professional development.

Trafalgar School and its Governing Body are committed to safeguarding and promoting the welfare of children and young people; and they expect all staff to share this commitment.

Key Purposes:

1. To assist in maintaining the school's Management Information Systems, ensuring that all systems are up to date and serve their purpose.
2. To take a lead role in the administration of Student Services, Trips, Attendance, Admissions, Medical and Welfare, Parents Evenings and RAPs and Rewards, whilst supporting the other roles.
3. To ensure students and staff receive First Aid support of the highest quality.
4. Student welfare needs are provided for at all times.
5. Liaise with Senior Managers to ensure student needs are catered for.
6. To deputise for the Deputy Student Services Manager in their absence.
7. To take a key role in the Student Services Team in fulfilling the roles below.

Accountabilities:

1. *SIMS*
 - a. To assist the Deputy Student Services Manager by ensuring the information is up to date and accurate.
 - b. To assist the Deputy Student Services Manager in ensuring reports and grading information is available from the date published in the school diary.
 - c. To assist the Deputy Student Services Manager in maintaining SIMS information held on SIMS pertaining to students.
 - d. To assist the Deputy Student Services Manager in maintaining accurate and up to date information in Free School Meal provision.
2. *Class Charts*
 - e. To assist the Deputy Student Services Manager in resolving Class Charts queries.
 - f. To assist the Deputy Student Services Manager in maintaining a full record of intervention provision for individual students on Class Charts.
 - g. To assist the Deputy Student Services Manager in the maintenance of different Class Charts modules eg. attendance and rewards.

- h. To liaise with Software Provider to produce reports as required.
- i. To produce Class Charts reports and student data as required.
- j. To assist the Deputy Student Services Manager in the generation and distribution of parental passwords.
- k. To assist the Deputy Student Services Manager in updating information (through SIMS) as requested by parents/carers.
- l. To assist the Deputy Student Services Manager in ensuring reports and grading information is available from the date published in the school diary.
- m. Liaise with the software providers as required.

Supporting all of the following areas, with a lead role and specialism in key areas as designated by the Executive Headteacher:

3. *Welfare*

- a. Provide First Aid for students and staff, accompanying patient to the hospital if necessary.
- b. Maintain all accident reports, procedures for staff and students, ensuring parents are informed of the situation.
- c. Respond to any queries in the medical area.
- d. Organisation of inoculations and any other requirements in liaison with outside agencies and teaching staff, providing assistance as required.
- e. Monitor, replace First Aid/medical supplies, provide personal hygiene requirements for sale to students.
- f. Administer medication to students as required, on receipt of written instructions from students' parents. Maintain Log books for all students' medication and ensure all supplies are kept under lock and key, in accordance with the School's Policies.
- g. Monitoring, maintenance and provision of First Aid boxes on site.
- h. Upkeep and presentation of the medical room.
- i. Undertake regular training for medical requirements; eg Epi Pen, Diabetes etc.
- j. Leading provision for all other welfare queries eg. uniform, toilet, assistance, rewards etc

4. *Parents Evening and RAP meeting (Raising Achievement Plan) Bookings*

- a. Responsible for setting up parents evenings and RAP meetings as required
- b. Providing assistance to parents with the online booking process
- c. Make phone calls home to parents who are not accessing the online system or have not yet booked
- d. Providing staff with detailed information on their appointments

5. *Trips (including Activities Week)*

- a. Ensure trips are carried out in line with, and with the approval of, Hampshire County Council.
- b. Ensure appropriate staffing ratios and, where appropriate, appropriately qualified staff. (i.e. First Aid qualified/Open Country etc)
- c. Co-ordinate and book first aid, camp and all necessary courses as required.
- d. Maintain up to date register of qualified staff in the areas mentioned above.
- e. Gather initial information for trips once approval has been granted via Senior Leadership Team.
- f. Assist with costing and obtaining quotes to ensure the trip is cost effective.
- g. Consulting with the Trip Leader to make appropriate bookings.
- h. Update the finance banking programme to allow monies to be collected.
- i. Run school cashless payment systems for school trips, dinner money and all other payments from students.

- j. Prepare trip pack with lists of students, emergency details, medical details and details of what to do in an emergency.
- k. Ensure appropriate resources are available for the trip, e.g. First aid kits, sick bags, etc.
- l. Liaise with the Student Services Manager on all aspects of trips to ensure full compliance.

6. *Attendance*

- a. Responsible for ensuring completion of morning and afternoon registers on a daily basis.
- b. Taking messages left by parents regarding student's absence and recording it on Class Charts.
- c. Make phone calls home to parents as to the reason for the student's first day absence, including a targeted focus list of students.
- d. Maintain the daily lesson attendance and report missing registers.
- e. Report errors in morning and afternoon attendance.
- f. Maintain correct data on students on part time timetables and complete the relevant forms for the Local Authority.
- g. Responsible for processing all "Leave of Absence" request forms and updating attendance records accordingly.
- h. Keep Heads of House updated on student absence producing reports as required.
- i. Support the relevant staff to ensure all legalities are followed in respect of Fixed Penalty Notices, CAFs/TAFs etc.
- j. Produce termly attendance statistics reports with attendance data for SEN/PPG/LAC and Ethnicity.
- k. Produce termly attendance reports for celebration assemblies.
- l. Ensure reports and databases are available for key dates.

7. *Exams Assistant*

Assisting the Exam's Officer with the organisation of internal and public examinations which includes:

- Preparation of examination venues, including appropriate seating and desk arrangements, display of examination numbers, display examination board notices and necessary equipment so that they meet the examination body requirements.
- Secure storage of examinations and completed scripts as per the rules and regulations of the Examination Boards.
- Liaising with invigilators, key staff, students and parents to assist with queries
- Assisting students with their entry and exit into the exam venue, including collection of mobile phones and watches, administering water bottles, etc.

8. *Other Responsibilities:*

- a. To cover and provide support for the Deputy Student Support Manager on an on-going basis.
- b. To help distribute rewards to students
- c. To ensure all duties and responsibilities are discharged in accordance with the school's Health and Safety at Work Policy.
- d. To invigilate public and internal examinations or provide support for students with exam access arrangements when necessary.
- e. To take responsibility for your own wellbeing.
- f. To be a form tutor and play an active role in promoting their House ethos.
- g. Provide ad hoc support for access students during examinations.
- h. To work restoratively with staff, students, families and colleagues to maintain the strong community culture and very strong inclusive ethos of the school.
- i. To cover and provide support for the Student Services Team as needed

- j. To participate in Professional Learning (including INSET and twilight INSET sessions) and Performance Management, contributing to the identification of own self development needs.
- k. To participate professionally in own Line Management meetings.
- l. To contribute to the Personal Development curriculum of our young people.
- m. At the discretion of the Headteacher, to undertake other activities from time to time agreed to be consistent with the nature of the job description.

This job description is subject to annual review and/or change at other times in response to identified needs. It is expected that the post holder will undertake additional duties, as required, and in agreement with their line manager, to operate in a flexible environment.

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