

JOB DESCRIPTION

Post Title	Student Support Services Officer
Salary Scale / Grade	Scale 4 - SCP 7-11
Hours/Weeks Per Year	37 hours per week Term time only plus one day
Responsible to	Student Support Services Manager

Job Purpose:

To ensure that learners at the VI Form receive support, advice and guidance so that they succeed to their full potential. This will be through a range of services, activities and mechanisms. The post holder will also ensure learners receive appropriate support, advice and guidance prior to starting their course and during their studies to enable them to progress on to further study or employment. They will work proactively with colleagues to ensure that appropriate safeguarding measures are put in place and concerns recorded and actioned.

Key duties and responsibilities:

- To develop and maintain the student support services at the VI Form, to underpin the achievement of the VI Form's Strategic plan and targets, liaising with other members of staff and external agencies, as necessary.
- Support implementation of the Child Protection policy and associated activities, by completing DSL (level 3) Training and following agreed safeguarding protocols.
- In liaison with the Student Support Services Manager and the Head of School, support them in the analysis of data, to support the academic progress of all learners.
- Ensure the appropriate resolution of complaints, student grievances and student disciplinary matters through the liaison with teaching staff, Student Support Services Manager and Head of School, parents and external organisations.
- To ensure pre-admissions information and related advice and guidance are effective and in line with the requirements of the VI Form's strategy and objectives.
- Liaise closely with external agencies and parents / carers to ensure that learners and potential learners receive all the support and information they require to make informed decisions regarding learning or employment progression routes.
- To monitor the performance of vulnerable learners supporting Teaching staff and the SEN Manager to ensure that individuals needs are met and monitored.
- Monitor all student attendance and intervene where necessary to support teaching staff to ensure attendance targets are met.
- Assist in the development and delivery of a high-quality enrichment programme including work experience where appropriate.
- Ensure school policies are implemented efficiently, effectively and consistently across the Federation.
- To provide guidance to staff on all Student Services matters.
- To ensure all records are kept and audit trails maintained to include annual archiving.
- To assist in the development and an efficient and highly effective Advice and Guidance and Student Services facility.
- To support the IAG staff with their delivery of Careers Advice; managing and booking appropriate appointments as required.
- Liaise with teaching staff and students to ensure that UCAS deadlines are met, and all related administrative procedures are followed.
- To undertake any reasonable additional tasks as required.

Other responsibilities

- The post holder will undertake assigned responsibilities effectively and efficiently within regulatory and legislative requirements; achieve individual and departmental targets within the VI Form's annual planning, staff appraisal processes and budgetary constraints and:
- Ensure that Equality and Diversity Policies are promoted in all aspects of the post holder's work
- Comply with and promote Health and Safety policies and procedures and to undertake recommended Health and Safety training as and when necessary.
- To be a fire marshal and hold a first aid certificate or be willing to be trained therein.
- Be committed to professional self-development, through participation during in-service training.
- Carry out duties with flexibility and a willingness to show initiative.
- Attend and support VI Form open days as required.

Review:

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.

September 2022

PERSON SPECIFICATION

QUALIFICATIONS AND TRAINING	Essential	Desirable	How Tested A – Application I – Interview T - Test
GCSEs at 4 / C or above in English and Mathematics or equivalent	✓		A
NVQ level 3 or equivalent	✓		A
Vocational training / qualification in administration		✓	A
First Aid Certificate		✓	A
EXPERIENCE			
Basic experience of working with or caring for children in group setting of relevant school age	✓		A, I
Experience of working with students with additional needs	✓		A, I
Day to day working experience in ICT, including word processing and spreadsheets and school learning packages	✓		A, I
A working knowledge of Google software, including Google Docs and Google Sheets	✓		A, I
Experience of working in an office environment for at least 2 years	✓		A, I
Record keeping and administrative experience		✓	A, I
Experience of working in an educational setting		✓	A, I
Knowledge of school systems and practises, ability to use Arbor		✓	A, I
KNOWLEDGE AND UNDERSTANDING			
Understanding of child development		✓	A, I
Commitment to, and understanding and experience of, the main safeguarding principles	✓		A, I
SKILLS AND ABILITIES			
Good interpersonal, verbal and written communication skills with adults and children alike in a variety of settings	✓		A, I
Good level of competence in ICT, particularly Google Docs and school learning packages	✓		A
Ability to work flexibly and under own initiative to achieve objectives	✓		A, I
Ability to use own initiative to prioritise, coordinate, organise and plan work effectively, paying attention to detail, working under pressure	✓		A, I
Conscientious and positive disposition	✓		A, I

Work constructively as part of a team, understanding classroom roles and responsibilities and your own position within these	✓		A, I
PERSONAL QUALITIES AND ATTITUDES			
Ability to maintain high quality professional relationships with all, governors, staff, students, parents and visitors, acting as role model to students	✓		I
Ability to be discreet and professional at all times, ensuring confidentiality is upheld	✓		I
Ability to work well under pressure and remain calm, good-humoured and organised. Calm, approachable, resolution-focussed disposition.	✓		I
Willingness to participate in further training and developmental opportunities to further knowledge	✓		I
Flexible attitude in carrying out different types of work	✓		A, I
Interest and commitment to helping develop enrichment experiences for all students		✓	A, I