Job Description

Job title: **Student Services Manager**
Reports to: **Head of Key Stage/Assistant Principal**
Location: **Ebbsfleet Academy**

Leigh Academies Trust places learning at the center of every endeavor. Each member of the Ebbsfleet Academy community, through their actions, seeks to promote positive and effective learning for all.

Job purpose

- To work with the pastoral team and other teaching staff in providing pastoral support and guidance for pupils to ensure outstanding attitudes, attendance and behaviour for learning
- To be an exceptional community academy, whose focus is on learning, as well as on personal and social development, and to be ambitious for all regardless of circumstance ensuring all students achieve to allow them to move on to the university/ career of their choice.
- It is expected that all staff will support the ethos of the school, as reflected in policies developed by the Governing Body of the school.

General expectations

- To demonstrate high professional practice in all areas of work
- To help progress the academy towards our vision, through a focus on raising the aspirations of students
- To be an excellent role model for students, commanding respect and being a positive presence around the academy
- To be efficient and effective, highly organised in all areas of work
- To promote actively the academy's pride and ethos through words and actions
- To adhere to the staff dress code
- To participate in duties as directed
- To be an excellent communicator with a high degree of emotional intelligence
- To be an excellent student manager capable of working confidently as part of a team

Specific responsibilities

Inclusion

- To attend to pupils' personal needs and to provide advice and assistance with their social, health and emotional development
- Ensure that the appropriate Head of Key Stage is made fully aware of all incidents involving students from their house
- To deal with enquiries and correspondence and to refer matters to the Head of Key Stage or other staff when necessary
- To challenge and motivate pupils promoting and reinforcing their self-esteem and helping them to develop effective strategies for behaviour
- To provide support for pupils who are distressed, ill or have been hurt
- To be fully aware of child protection and safeguarding procedures and liaise regularly with the Designated Safeguarding Lead, attending meetings as necessary
- To liaise with parents and outside agencies making referrals to Early Help as and when advised to do so
- To attend meetings convened to discuss pupils' progress at the request of the Pastoral Team
- To record concerns for specific students via chronologies to maintain accurate record keeping

Attendance

- Liaise with the Pastoral Team, Attendance Officer and Teaching Staff with the aim of improving the attendance of students with below 95% attendance or in danger of falling below 95% attendance
- Promote high expectations of attendance with the pupils and address all attendance concerns appropriately
- Uphold Academy improvement strategies for attendance
- Support with home visits with team members

Behaviour for learning

- To collect information and statements from pupils who have been involved in behaviour that contravenes the school's behaviour policy.
- To liaise with the Head of Key Stage to agree on the appropriate management of any behaviours that contravene the school's behaviour policy.
- To monitor pupils who have been placed on report and to pass information about their progress to the Pastoral Team as requested or required.
- To ensure that accurate records are maintained for all pupils outlining issues that have arisen and any action that has been taken. Agree actions for behaviour concerns at regular meetings and ensure that these are completed in liaison with the Head of Key Stage.
- Meet with students and families to ensure excellent engagement as appropriate
- To collate work as provided for pupils who may be out of lessons for any given reason
- Reward improving and excellent behaviour for learning
- Supervise the internal exclusion facility, as required, ensuring appropriate behaviour and conduct of pupils

Tutor time

- Support the Head of Key Stage in ensuring a high level of engagement in the tutor time programme and be available to support tutor groups as required

Uniform and equipment

- Ensure that pupils uphold the expectations in terms of how they are presented and prepared for a high quality learning environment

Assemblies

- Be present at the start of all assemblies to ensure high standards

Events

- Support team and House events
- Organise consultation evenings and other parental meetings in consultation with the Pastoral Team and Teaching Staff.
- Support Inter-Team Competitions (sporting and non-sporting)
- Support enrichment opportunities which respond to the needs/interests and areas of student development.

Academic Progress

- Liaise with the Pastoral Team about most effective and high impact progress support
- Ensure students social, emotional and behavioural needs are met in order to focus on learning
- Support the progress of vulnerable and pupil premium students and ensure effective support/ intervention

Other duties

- Follow health and safety requirements and initiatives as directed
- Ensuring compliance with Data Protection legislation
- At all times operating within the Trust's Equality policies
- Commitment and contribution to improving standards for pupils as appropriate

- Contributing to the maintenance of a caring and stimulating environment for young people
- To take advantage of appropriate in-service training following the induction programme.

Safeguarding of students and Duty of care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the Keeping Children Safe in Education document (Department of Education).

Notes

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.