

## Job Description

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**Job Title:** Student Services Manager  
**Responds to:** Head of Therapy  
**Location:** Snowfields Academy (Cranbrook College)

**Purpose of role:** As a non teaching member of staff, you will support in all aspects of the pastoral care of the students, upholding the school values and contributing to a community where students aspire to the highest standards and achieve to the best of their ability. Working closely with the Head of Therapy and the Senior Leadership Team (SLT), you will be a crucial point of contact between home and school, maintaining high quality communication with the families of students you support and helping reduce barriers to learning. You will be trained as a Designated Safeguarding Lead (DSL) to support the work of the DSL team at Snowfields to ensure all students are safe and well cared for.

### Key Accountabilities

- Support the social and emotional needs of pupils as directed by the SLT.
- To establish supportive, caring and secure relationships with students, and be able to offer individual support and someone for a child to talk to.
- To work with the Head of Therapy, SLT, class teachers or other professionals to develop and produce resources for use with intervention programmes, as appropriate, which may include social skills, emotional skills, friendship, bereavement and anger management sessions or groups.
- To implement and review intervention programmes/targets designed by the Behaviour Lead/ Head of Therapy, therapists counsellor or other professionals as required.
- To compose or contribute to relevant reports for both internal and external professionals as or when required.
- To support the academy in working with parents, in a non-judgemental way, in order to build relationships and help overcome barriers to ensure pupils can successfully access their learning.
- To work as a Designated Safeguarding Lead with the safeguarding team, review safeguarding concerns and action low level concerns working under the leadership of the Primary DSL.
- To work with the lead professional(s) to ensure actions are in place at the right time. To undertake any training required for this role.
- To work with parents/carers to identify why pupils are not achieving good attendance and assist in the implementation of measures to address this.
- To signpost families to sources of advice and guidance within the local community and via other agencies.
- To maintain accurate records and share information with colleagues as appropriate and refer on as required.
- Engage, motivate and encourage students to reflect on their choices.
- Act as a role model and set high expectations of conduct to ensure that good behaviour is maintained.
- To support break and lunch duties to allow opportunities for behaviour, conduct and support to be monitored.
- To contribute to wider staff development as required.
- Attend Snowfields events and support families
- Liaise with Kent Police schools team to attend events
- Be present in the pastoral room and support students on an individual basis

### Personal qualities

- Have the ability to communicate, relate to and build relationships with students and staff.
- Be persuasive and able to negotiate positive outcomes.
- Be passionate about working with young people.
- Have exceptional communication skills.

- Have excellent organisational, planning, time management and IT skills
- Deal with problem solving issues effectively and efficiently.
- Be proactive and able to make responsible decisions.
- Use Google products efficiently and create reports on students' attitude and work ethic.
- Be willing to undertake training and development.
- Understand and adhere to all requirements pertaining to confidentiality and discretion.
- Work proactively and collaboratively with families
- Be proactive in arranging meetings and phone calls home with families

**Review of Job Description:** The above duties are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. 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. 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 at the reasonable discretion of the Line Manager.

### 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.