

## Job Description

Job Title:	Student Services Assistant
Reference:	X
Reports to:	Student Services Manager
Responsible for:	No line management
Salary range:	Academy Band D £20,595
Contract:	Full time (37 hrs), term-time + 2 weeks

Main purpose of the role:	The role of Student Services Assistant is to support the Student Services Manager in the day to day running of our busy Student Services Office and to act as one of the first points of contact for students and staff for pupil data, admissions and attendance issues.
Main duties:	<ol style="list-style-type: none"> <li>1. Recording and monitoring of all attendance matters including persistent absenteeism and the development and monitoring of tracking systems and improvement measures to assist staff in ensuring that Academy attendance targets are met.</li> <li>2. Overseeing, monitoring and reporting of all Calls for Assistance.</li> <li>3. Maintaining and completing exclusion paperwork. Completing termly analysis of exclusions.</li> <li>4. Producing analysis of Parent Questionnaires.</li> <li>5. Input and monitoring of Free School Meals information as well as data analysis on other vulnerable groups in terms of exclusions and attendance.</li> <li>6. Ensuring that both electronic and paper pupil and student files are maintained with Data Protection Policies and file retention policies being adhered to.</li> <li>7. To manage the input and output of data ensuring that external deadlines are met and internal reports are produced.</li> <li>8. Maintain cumulative records which can be used for monitoring progress in attendance, exclusions and behaviour.</li> <li>9. Assisting with the transition process from each Key Stage transition for each relevant year group.</li> <li>10. To be part of a rota system for the Student Services reception to assist day-to-day student queries.</li> <li>11. Intermediate Microsoft Excel, Word, Outlook and Publisher skills.</li> <li>12. The administration of Academy events, completion of mass mailings, and other administrative tasks, as they arise – either planned or ad hoc.</li> <li>13. To be part of a rota to cover Parents Evenings and other Evening events as required.</li> </ol>

	14. Undertake any other duties, which from time to time may be required and be relevant and commensurate with the role, as deemed necessary by the Principal.	
	<b>Essential</b>	<b>Desirable</b>
Qualification	<ul style="list-style-type: none"> <li>• A*-C GCSE Maths and English or equivalent</li> <li>• Evidence of Continuing Professional Development relevant to the role.</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Experience in an administration role</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a similar role in a school or local government setting.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Excellent IT knowledge including word and Excel</li> <li>• Understanding of data protection regulations</li> <li>• Ability to work efficiently with particular attention to detail</li> <li>• Ability to prioritise</li> <li>• Excellent organisational skills</li> <li>• Ability to work under pressure</li> <li>• Ability work to work to tight deadlines</li> <li>• Excellent written and oral communication skills</li> </ul>	
Qualities	<ul style="list-style-type: none"> <li>• Able to work in an organised and methodical way.</li> <li>• Able to confidently liaise with senior colleagues including in formal settings.</li> <li>• Confident in operating flexibly and pragmatically in the face of shifting expectations and pressures.</li> <li>• Personal and professional authority and resilience.</li> <li>• Able to credibly challenge established assumptions and ways of working and make a valuable contribution to influencing organisational culture.</li> <li>• Empathetic, tactful and diplomatic.</li> <li>• Solution focused, working collaboratively and collegially with colleagues and stakeholders.</li> <li>• Excellent inter-personal skills.</li> <li>• A willingness and ability to develop specialist knowledge and keep up to date with local and national policy and developments.</li> </ul>	