



## **JOB DESCRIPTION**

<b>Job Title:</b>	Student Services Manager
<b>Reporting to:</b>	Head of School
<b>Reporting Lines:</b>	Student Services Administrators
<b>Salary:</b>	Academy Range 08

### **Role Purpose:**

- To ensure that Turner Schools are places where children thrive and knowledge matters by upholding and modelling The Trust's values in all aspects of the role;
- To lead the Student Services team in order to provide an effective service for the Academy
- To promote a community of learners with purpose and passion while modelling the of Turner Schools "Walk The Turner Talk" values in all aspects of the role.

### **Office Management:**

- Line manage members of staff in student services (to include the Receptionist), carrying out annual staff performance appraisals and ensuring appropriate overlap of duties and skills to cover absence and periods of intense workload, training new administrative staff as required.
- Receive and monitor work through the office, allocating to administration staff as appropriate, identifying priorities and deadlines.
- Lead the office team in providing administrative support for academy events in partnership with the Trust Marketing Team and provide day to day management, monitoring general administrative procedures and be accountable for quality and accuracy.
- Liaise with staff, students, parents/carers and external agencies when required.
- As delegated by SLT the completion and submission of forms, returns etc., including those to outside agencies.
- To provide oversight of student admissions and exclusions procedures and annual students profiles (reports).
- To be responsible for the office filing system and to maintain school archives.
- General administration duties, including letters, minutes, Individual Support Plans (in conjunction with the Pastoral Team), filing, shredding and ensuring confidential waste is appropriately disposed of.
- Support SLT administration tasks

### **Schools Information Management System (Currently Bromcom):**

- To be responsible for the collection of data from students and parents necessary for the accurate maintenance of Bromcom and for the provision of student profile reports for Academy purposes.
- Responsibility for the development and support of the common transfer system to provide consistency of data from school to school.
- Setting up and maintaining procedures for entering and updating Bromcom student profile data, providing user guides where appropriate.

- The co-ordination and processing of information needed to meet the DfE's statutory requirements for reporting school and student information and performance, including School Census (student only) and other statistical returns
- To liaise with the Trust Data Protection Officer to ensure the use of data and information within the Academy is in accordance with GDPR.
- Ensure that Bromcom is accurate and up to date, supporting the setting of student timetables, Student Census (3 times a year), creating the new academic year and providing statistical reports as required.
- Prepare a new academic year calendar in Bromcom together with a member of SLT and the Trust Data Manager.
- Promote students into the new year structure incrementing their curriculum years
- Ensure and manage the smooth transition from one academic year to the next with all sections of Bromcom.
- Deployment of cover with appropriate safeguarding orientation in partnership with the ICT Support Team.
- To support the "late to school" monitoring process by working in partnership with the pastoral team welcoming late students and recording them for entry onto Bromcom.
- Lead on the administration and operation of the Academy's on call behaviour system

#### **General:**

- To support the commissioning and effective implementation of new systems
- To be aware of and adhere to all Trust policies, systems and procedures
- To ensure all practices within the Academy are held in accordance with best practice and national guidelines.
- To maintain and regularly review a clear and accessible full set of desktop procedures which optimise the use of all resources
- To set a personal example that contributes to the positive ethos of the Trust
- To agree annual performance targets and maintain CPD
- To undertake any other duties that may be reasonably requested

#### **Other Duties:**

- To comply with individual responsibilities, in accordance with the role, for health and safety within the workplace;
- To be a key part of the life of the school community, to support both the values, vision and ethos of school and the Trust, and encourage students to follow this example.

#### **Personal Qualities and Attributes:**

This position requires the following personal qualities and attributes:

- Ability to contribute towards school and the Trust's vision and ethos. This position must enjoy completing their work in a professional and positive manner, relish solving problems and take pride in helping people;
- Ability to demonstrate academic ambition for all pupils; a genuine passion and belief in the potential of every pupil;
- Determination to improve standards and outcomes in non-selective education on the south-east Kent coast;
- Interest in playing a part, through education, in the re-generation of Folkestone;
- High ethical standards;
- Strong interpersonal, written and oral communication skills;



- Motivation to improve standards and achieve excellence;
- Ability to demonstrate honesty and integrity;
- Excellent organisational skills;
- Ability to work collaboratively with partner schools in the Trust and beyond;
- Ability to communicate effectively, professionally and in a friendly manner with colleagues, pupils, and parents and external agencies;
- To be an ambassador for school in dealing with external persons, and to be an admired and respected member of the team by internal colleagues and pupils;
- To enjoy helping others and be able to resolve any issues in a professional, calm and measured manner.

All job descriptions may, following consultation with you, be subject to change to reflect or anticipate changes in the job, which are commensurate with the salary and job title.

Employees are expected to comply with any reasonable request from the Principal or the Senior Leadership Team to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

Turner Schools will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

### Turner Expectations

Turner staff will 'Walk the Turner Talk'. They will:

- **Speak and act with care:** Always show compassion and respect for children.
- **Act boldly:** Be ambitious for yourself and the children and young people we serve.
- **Learn from adversity:** Be evaluative, thoughtful and reflective.
- **Challenge convention:** Be curious, welcome difference and unfamiliar thinking.
- **Connect with others:** Support colleagues, parents and pupils to make a great team.
- **Use your voice:** Offer different views and ask questions.
- **Do what it takes:** Be relentless in pursuing the best for children.
- **Ask for support:** Be open and honest when plans go awry.
- **Don't give up:** Be calm, resilient and measured when managing challenges.

# PERSON SPECIFICATION

**E = Essential**

**D = Desirable**

**A = Application**

**I = Interview**

**T = Test**

Experience		
<b>E</b>	Experience of running a busy office.	<b>A/I</b>
<b>E</b>	Experience of supervising staff.	<b>A/I</b>
<b>E</b>	Experience of forming and maintaining a network of relationships internal and external to an organisation.	<b>A/I</b>
<b>D</b>	Experience of Bromcom MIS.	<b>A/I</b>
<b>D</b>	Experience of an educational environment.	<b>A/I</b>
Qualifications & Knowledge		
<b>E</b>	Relevant Level 3 qualification in ICT/business administration <u>or</u> demonstrating relevant level of experience.	<b>A</b>
<b>D</b>	Knowledge of school timetabling.	<b>A/I</b>
<b>D</b>	Knowledge of statutory data reporting requirements such as school census.	<b>A/I</b>
Skills & Abilities		
<b>E</b>	High level of general IT skills.	<b>A/I/T</b>
<b>E</b>	Excellent interpersonal and organisational skills when dealing with all levels of staff.	<b>A/I/T</b>
<b>E</b>	Supervisory skills.	<b>A/I</b>
<b>E</b>	Ability to take a proactive approach.	
<b>E</b>	Excellent communication and negotiating skills.	<b>A/I</b>
<b>E</b>	Ability to organise own workload whilst balancing changing and competing priorities.	<b>A/I</b>
Personality & Social Skills		
<b>E</b>	Willingness to work flexibly and collaboratively as required to meet changing service needs	<b>A</b>
<b>E</b>	To take responsibility for your own learning and development	<b>A/I</b>
<b>E</b>	To set a professional example that contributes to the positive ethos of the Academy	<b>I</b>



**Acceptance:**

I confirm that I have received and understand the job description

Name.....

Signed.....

Dated.....

Line Manager.....

Signed.....

Dated.....

Date:

Date: