

## Job Description

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**Job title:** Student Services Manager (SSM)

**Reports to:** Head of College (Vice Principal)

**Location:** Leigh Academy Rainham

### Job Purpose

- To liaise with the Vice Principal and Heads of Departments to identify an agreed caseload of pupils to work with
- To establish and develop effective 1:1 mentoring and other supportive relationships with children and young people
- To work closely with other SSM's
- To ensure high levels of student attendance, punctuality and behaviour across the academy
- To work closely with students, parents and staff to ensure students access the whole academy environment
- Ensure that procedural policies are followed
- Compile college reports and statistics and report these at regular intervals to Senior Leadership Team (SLT)

### Daily expectations

- To ensure that the welfare of all students is adequately promoted and safeguarded
- To promote positive behaviour by developing positive relationships with individuals
- To respond to parents/ carers within 72 hours
- To be part of an on-call support network available to learners throughout the day
- To support morning, break, lunch and after school duties to allow opportunities for behaviour, conduct and support to be monitored
- To ensure that all students are in the correct uniform and to follow up any concerns with parents/carers
- Support teachers in dealing with student behaviour through liaison and feedback
- Assist in supervising students withdrawn from lessons and working with teachers to reintegrate students back into the lessons
- Deal with any behaviour incidents and collect statements on the day of the event and where necessary, supervise students out of lessons and in isolation for behaviours
- To liaise with senior leaders who are on call to discuss behaviour incidents
- To report and discuss behaviour incidents with the VP
- To manage and oversee college attendance and punctuality and follow up on any unauthorised absences with staff and parents/ carers
- To record detentions on Bromcom, making parents/ carers aware and referral of non-attendees to the VP.
- To run daily late detentions and identify any patterns of lateness by individuals/ groups; to devise and implement interventions and evaluate their impact

### Weekly expectations

- To liaise with teaching staff, ESQ and other outside agencies in cases of poor attendance
- To liaise with parents/carers in cases of extended absences, without authorisation, carrying out home visits, when required
- Meet with parents/ carers where there is identified need and to use appropriate referral routes, including completion of referral forms for Counselling, ASD, Dyslexia and SALT assessments
- To analyse weekly college behaviour data and address low level disruption using appropriate sanctions
- Meet regularly with students experiencing emotional difficulties, in order to support their integration to LAR
- Maintain and monitor behaviour databases, as they are developed
- To oversee the development, agreement and implementation of personalised action plans

- To prepare and maintain displays for notice boards
- To attend relevant CPD to develop expertise
- Ensure all behaviour incidents are followed up and closed by the end of the week
- To ensure acceptable conduct and behaviour of all students and assume a leading role in the promotion of effective student management & behavioural leadership
- Arrange to meet parents to discuss the student's progress and/or behaviour when necessary
- Attend weekly inclusion meetings to liaise with SEND team

### Monthly expectations

- To meet with other SSM's to ensure a cohesive approach to system and routines and coordinate referrals
- To prepare purchase orders for supplies for the College, as necessary, for approval by the VP
- Stock take of student services supplies and prepare purchase orders
- Create support plans for groups and individual pupils based on their strengths and needs
- To oversee the monitoring of the progress of individuals
- Develop and maintain academy links with education welfare and social service providers

### Other expectations

- To attend PSPs, attendance, LAC, CIN, TAC meetings and other formal meetings as appropriate
- To undertake Early Help assessments and referrals when requested
- To meet and liaise with Social Workers and CAMHs professionals, sharing information with them regarding students' needs
- To attend Core Group meetings where appropriate
- To be involved with the Safeguarding team. Including contacting and working alongside appropriate external organisations and support.
- To arrange and oversee the induction of new students to the Academy, including meeting with parents/ carers
- To maintain regular communication and good relationships with parents/carers
- Be involved with the Year 6 to Year 7 transition process, Parents Evenings and Open Events
- To attend Student Council meetings as support

### General

- To adhere to and promote Leigh Academy Rainham policies on equal opportunities and race equality
- To comply with Leigh Academy Rainham policies and procedures with regards to conduct and dress
- Job performance will be evaluated through Leigh Academy Rainham Performance Management/Staff Appraisal Scheme.

### Notes

This job is intended to provide guidance on the range of duties associated with the post. It is not intended to provide a full and exclusive definition of the post. It may be subject to modification and amendment from time to time and the post holder may be required to undertake additional duties, as required, by the Principal. Appropriate training will be offered, as identified and agreed, to assist the post holders to carry out the role effectively.

### Person Specification

Essential	Desirable
Recent experience of recent and relevant work with young people	Previous use of Google Suite and Microsoft Office

IT literate and able to use basic applications software including spreadsheets and presentation software with confidence	Database experience
Good attention to detail and the ability to follow tasks through to conclusion	Experience with working with young peoples' services (Connexions, Youth Services etc.)
A calm and approachable persona	
Ability to work on own initiative, demonstrating a high level of initiative	
An interest in education and evidence of recent relevant training	
Educated to an advanced level; either through traditional or vocational pathways	

### 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.