

Job Description

Job title: Student Services Manager
Reports to: Head of College/Assistant Head of College
Location: Ebbsfleet Academy

Job Purpose

- To develop a sound understanding of the school curriculum and pastoral care provision
- To develop strategies and policies which assist in the identification of early signs of disengagement and contribute to specific interventions to encourage re-engagement
- To support the pastoral & Inclusion team who monitor/identify;
 - attendance and tackle low attendance
 - internal/external truancy
 - students at risk of exclusion
 - students with low self-esteem
 - students with family and school issues impacting on school life
 - students educationally underachieving
- To liaise with the Heads of College and Heads of Key Stage to identify an agreed caseload of students to work with
- To establish and develop effective 1:1 mentoring and other supportive relationships with children and young people
- To work with college teams to coordinate referrals
- 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.

Daily expectations

- Supervising students and contributing to a smooth running of the school
- Responding to parents within 24 hours
- To ensure that the welfare of all children is adequately promoted and safeguarded
- To provide general care and welfare by responding appropriately to the social, emotional, mental health and physical needs of learners
- To supervise learners at break times, lunchtimes and during lesson changeovers
- To be part of an on-call support network available to learners throughout the school day
- To provide classroom cover in the absence of form tutors
- To support line-ups before and after school
- To ensure that all students are in the correct uniform and to follow up any concerns with students/parents
- Deal with any behaviour incidents and collect statements on the day of the event
- To liaise with senior leaders who are on call to discuss behaviour incidents
- To report and discuss behaviour incidents with the VP of behaviour
- To assist with centralised detentions
- To develop, support and promote the academy's policies on both child protection and anti-bullying.

Weekly expectations

- Parental and student group interventions

- To establish and develop effective 1:1 mentoring and other supportive relationships with children and young people
- To oversee the development, agreement and implementation of personalised action plans
- To monitor a full range of support services within and outside school and recommend targeted support for Students
- To ensure acceptable conduct and behaviour of all students and assume a leading role in the promotion of effective student management & behavioural leadership.

Monthly expectations

- Create support plans for groups and individual students based on their strengths and needs
- To oversee the monitoring of the progress of individuals
- To review 3 month plans for students with challenging behaviour
- To contribute to the development of group and individual programmes of support for students, liaising with college teams, head of departments, SENCO and behaviour for learning teams
- To develop liaison with parents and carers - this may include home visits where appropriate
- Centralise multi agency referrals
- To uphold the Academy's behaviour policy consistently and without bias
- Develop and maintain academy links with school transport, health, education welfare and social service providers.

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 Students, 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.