



## **JOB DESCRIPTION**

### **Student Services Officer**

**Reports to:** Student Services Manager

**Role Purpose:**

- To support with a range of administrative tasks across the Academy including: meeting room bookings, Year 7 transition, uploading student documents to Bromcom, enrolment letters.

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.

**Key Responsibilities:**

1. To be the main point of contact on the Student Services desk for student enquiries throughout the day and contact home when necessary.
2. Daily/Weekly Bulletins.
3. To sign students in and out of school and code accordingly.
4. To be a point of contact for all incoming telephone calls, redirecting calls and/or relaying messages as appropriate.
5. To ensure that the new Year 7 student records are all received sorted and filed appropriately and all students' records are kept up to date.
6. Prepare letters, documents and maintain records as required.
7. To check and deal with enquiries from the Student Services email and Bromcom parent messages.
8. To update student details when required.
9. To provide administrative support to the Student Services Manager and team where necessary. This may include admission paperwork, or other general administrative tasks.
10. To provide main reception lunch cover on a rota basis.
11. To support colleagues at times of staff shortage or exceptional workload.

**Other Duties:**

- To comply with individual responsibilities, in accordance with the role, for health and safety within the workplace;
- To comply with all policies and procedures including, but not limited to, Health Safety and Security; Data Protection legislation and best practice; Freedom of Information legislation

and best practice; Child Protection, including DBS and enhanced disclosure requirements and the Equal Opportunities and Diversity Policy;

- Share the Trust's and the Academy's commitment to safeguarding and promoting the welfare of all young people through having knowledge of Government guidelines and safeguarding policies as appropriate within the Academy;
- Ensure that all duties and services provided are in accordance with all Turner Schools policies and the Academy's procedures in line with staff code of conduct/professional expectations;
- To undertake training as necessary;
- To actively engage in the performance management process;
- To be willing and enthusiastic in engaging with continuous professional development;
- To undertake any other duty as specified by the Principal/Senior Leadership Team not listed above;
- To be a key part of the life of the Academy community, to support both the values, vision and ethos of the Academy and the Trust, and encourage students to follow this example.

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.

**Acceptance:**

I confirm that I have received and understand the job description, which is a supplement to the subject specific teaching job description, both of which may be changed to reflect or anticipate changes in the job, which are commensurate with the salary and job title:

Name.....

Signed.....

Dated.....

Line Manager.....

Signed.....

Dated.....

DRAFT