

Leigh Academy Rainham

Job Description

JOB TITLE: Student Services Manager
RESPONSIBLE TO: Principal

Main Purpose: To support the Head of College and Director of Pastoral to maximise the progress and outcomes of all students within the College.

Responsibilities:

Attendance, punctuality and uniform

- To track attendance and punctuality for identified cohorts within the College; to support late gate tracking students who arrive late to the Academy; to intervene where there is persistent lateness to reduce negative impact and to use appropriate referral routes
- To process students for DoP detention, including recording detention on Bromcom, sending letters to parents and referral of non-attenders. To run late detentions; to monitor their impact on groups and individuals and to use appropriate referral routes; To ensure that students attend all lessons on time; to identify patterns of lateness to lessons by individuals, by groups of students or by subject; to devise and implement interventions and evaluate their impact.
- To ensure that students show they are subscribing to the values of the academy by wearing correct uniform and adhering to the academy jewellery policy and to liaise with parents where there is non-compliance.

Behaviour

- To promote positive behaviour by developing positive relationships with individuals
- To analyse weekly College behaviour data and address low level disruption using appropriate sanctions
- To use Restorative Approaches to address conflicts between individual and groups of students
- To keep the Director of Pastoral fully informed about conflict resolutions
- To deal with any immediate problems or emergencies using the academy's policies and procedures
- To supervise entry and dismissal of student to College and Whole Academy Assemblies in collaboration with the DoP
- To issue and monitor student report cards (DoP, Homework, Attendance and Punctuality), in conjunction with the DoP
- To support investigations by collating necessary statements and paperwork and where necessary supervise students out of lessons and in isolation for behaviours.

Student support

- To provide a supportive and challenging environment
- To encourage students' self-reliance, self-esteem and resilience
- To meet with parents/carers where there is identified need and to use appropriate referral routes, including completion of referral forms for Learning Mentors, Counselling, ASD, dyslexia and SALT assessments
- To attend PSPs, attendance, LAC, CIN, TAC meetings, and other formal meetings as appropriate, with or on behalf of the Director of Pastoral and to ensure that targets set and relevant information are disseminated to the relevant staff
- To undertake Early Help assessments and referrals when requested

- To attend Core Group meetings where appropriate
- To provide ongoing 1:1 mentoring support for students in need of particular support
- Support students with emotional wellbeing and mental health when required.
- To arrange and oversee the induction of new students to the College, including meeting parents
- To meet and liaise with Social Workers and CAMHS professionals, sharing information with them regarding students' needs.
- To organise student volunteers from the College eg for Reception duties, Parents' Evenings, Open Days, Induction Days
- To attend Student Academy Council meetings as support, when DoP is unavailable
- To supervise and support year 6 students on Induction Day and first few days of term

Information advice and guidance

- To attend relevant CPD to develop expertise in providing advice on aspect of progression
- To liaise with the Director of Progress and the Assistant Principal on specific tasks
- To research and prepare references for students, for final approval by the DoP

Communication/administration

- To maintain communication and working relationships with tutors, teachers and TA
- To maintain regular communication and good relationships with parents
- To meet regularly with other SSMs to ensure a cohesive approach to systems and routines
- To liaise with Administration Officers
- To record all interventions via Bromcom
- To attend relevant meetings
- To collate and organise Academic Tutoring documents into resource packs for each tutor group, and work with the DoP to ensure smooth running of Academic Tutoring days
- To prepare purchase orders for supplies for the College, as necessary, for approval by the DoP
- To prepare and maintain displays for noticeboards
- To prepare and issues mass mailings to parents, with agreement of DoP, eg for praise letters

Whole School

- To adhere to academy policies and established procedures
- To participate in agreed staff meetings and INSET
- To undertake agreed training and professional development

Person Specification

- Has a proven and recent track record in working with young people
- Able to foster appropriate relationships with students within and outside the academy
- Able to maintain good working relationships with staff, parents and outside agencies
- Able to respond to the diverse needs of students
- Able to provide effective support for colleagues
- Able to represent the academy positively
- Able to work well in a team
- Able to demonstrate initiative, adhere to professional boundaries and confidentiality protocols
- Able to make decisions and carry them through to completion
- Able to stay calm in a crisis
- Able to demonstrate Level 2 literacy, numeracy and ICT competency
- Able to develop own effectiveness in the support role

- Able to reflect on own practice and develop own skills
- Able to respond creatively to the varied demand of the position
- Able to develop and implement strategies to effectively manage student behaviour in line with academy policies
- Has a desire to do something worthwhile for young people and a clear commitment to equal opportunities and inclusivity
- Has a commitment to continuing learning and professional development