

JOB DESCRIPTION

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School: The London Nautical School

SECTION A:

Job Title:	Student Services Officer
Grade:	NJC band 4 – £24,279 - £25,614 p.a – 1.0 Fte
Responsible to:	School Business Manager
Working Hours	Term time plus two weeks 37 ½ hours per week. (08:00 – 16:30) 30 minutes lunch break

SECTION B:

Responsible for:
Staff Supervised

N/a

SECTION C:

PURPOSE OF POST

- To ensure the Student Services (school reception) provides an efficient and comprehensive service to the school, its visitors and pupils.

SECTION D:

Main duties and Responsibilities/Functional Links

Administration

1. To provide “front of house” reception duties for example but not restricted to – dealing with customers and pupils as they arrive at school, answering the phone, monitoring and distributing the emails received to the Admin email account.
2. To liaise with parents in a professional manner in dealing with initial first line inquires and responses to the school.
3. To maintain all pupil records following the initial admission to the school, for example but not limited to the upkeep and medical records, FSM applications and maintenance.
4. To ensure all relevant parties are aware of changes in the status of a pupil in relation to point 3 above.
5. To ensure the school “admin” email address is kept up to date and emails forwarded to the appropriate staff.
6. To liaise with The Business Manager and Finance officer with regard to the ordering / replenishment of administration related school consumables.
7. To operate as required the school “on call” system.
8. To be responsible for the smooth running of the main school photocopiers, providing assistance and training for staff where necessary.

9. To ensure consumables for the school photocopiers are kept stocked and ordered and the engineering maintenance is arranged and carried out.
10. To ensure all work requests for reprographics are carried out in a timely fashion.
11. In conjunction with the administration staff, be responsible for creating / maintaining all staff email addresses via the LGFL / SIMS system.
12. To be responsible for ordering all school stationery and ensuring appropriate stock levels are held.
13. Organise and provide the Reception Cover Rota for Student Services to ensure the school reception office is covered between 08:00 hrs and 16:00 hrs daily.
14. To liaise with the kitchen staff and outside agencies to ensure that all catering systems are running efficiently – including pupil lunch accounts.
15. To be responsible for the production of all pupil reports as requested.

Safeguarding & Visitor Management

1. To ensure all visitors to the school have the appropriate safeguarding clearance and their details are recorded on the school Single Central record
2. To be responsible for the daily maintenance of the school visitor access system – ensuring all staff are included, stationary is monitored and ordered and maintenance visits are planned.

First Aid

1. To organise the First Aid rota and provide First Aid cover (including recording of incidents on the school Evolve software).
2. To liaise with parents and staff following a first aid incident and ensuring pupils receive the appropriate follow up to any incident – including speaking with parents, senior leaders, NHS for example
3. The post holder is to ensure their First Aid qualifications are up to date
4. To organise the school nurse / liaise with the NHS in arranging medical appointments for the pupils.

Other

1. To liaise with the site staff with regard to the distributing of deliveries.
2. At peak times / over summer holidays you will be required to work during the school holidays on a paid basis to support the arrival of new staff and pupils up to a maximum of two weeks per year.
3. To occasionally support school events at weekends and evenings.
4. To work an offset rota with other staff in student services to ensure office cover between 08:00 hrs. and 16:30 hrs. daily.
5. To complete all other tasks reasonably requested by line Management that fall within the nature and scope of the role.
6. To undertake and pass all training associated with this role and also whole school initiatives.

Data Protection

It is essential when working with computerised systems that you are completely aware of their responsibilities at all times under the Data protection Act 1984 for the security, accuracy, and significance of personal data held on such systems.

Equal Opportunities

To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

Health and Safety

1. Employees are required to work in compliance with the School's Health and Safety policies and under the Health and Safety at Work Act (1974), ensuring the safety of all parties they come into contact, such as members of the public, in premises or sites controlled by the school.
2. In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and healthy environment and including such information, training instruction and supervision as necessary to accomplish those goals.

Safeguarding

To have a due regard for safeguarding and promoting the welfare of children and young people and to follow all associated child protection and safeguarding policies as adopted by the school and Local Authority. To follow the guidelines relating to GDPR.

This post is subject to a six month probationary period with reviews at 2,4 and 6 months. Following a successful probationary period the post will become permanent.

Functional Links

Headteacher
School Business Manager
Leadership Group
Parents
Pupils
Staff
Outside Agencies

SECTION E: Other relevant matters

None

SECTION F: Signatures – Job Description discussed and agreed

Signature of Post Holder:

Date:

Signature of Supervisor:.....
(Line Manager)

Date:

PERSON SPECIFICATION

School: The London Nautical School

Job Title: Student Services Officer

Directorate: Children & Young People’s Service

Grade: Scale 4 (NJC)

		Shortlisting Criteria
Key Knowledge	<ul style="list-style-type: none"> ● Ability to use ICT competently including Microsoft Office ● Ability to use SIMS (Schools Information Management System) or similar 	Essential Desirable
Relevant Experience	<ul style="list-style-type: none"> ● Previous experience of working in school administration / reception 	Desirable Desirable
Qualifications/ Training	<ul style="list-style-type: none"> ● 5 GCSE Grade C or above (or equivalent) ● A levels ● Recent and relevant certificates of training ● Willingness to undertake professional development 	Essential Desirable Desirable Essential
Key Competencies	<ul style="list-style-type: none"> ● Ability to communicate effectively, both orally and in written form ● Excellent inter-personal skills ● Excellent time management ● Excellent attention to detail ● The ability to work with minimum supervision ● The ability to work within a team 	Essential Essential Essential Essential