

**Ashton Community Science College**

Job Description

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| **Post:** | Student Support Officer |
| **Reporting to:** |  |
| **Responsible for:** |  |
| **Working Hours:**  **Working Weeks:** | 37hrs  38 weeks + 2days |
| **Salary/Grade:** | Grade 4 |

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| **Job Purpose** |
| Provide general pastoral, clerical and administrative support to help pupils overcome barriers to learning. |

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| **Accountabilities / Responsibilities** |
| Student Reception   * To contribute to the provision of an effective environment for learning and supporting in removing barriers to learning. * As part of the wider pastoral team, assist with student/parent enquiries; to be a first point of contact. * Undertake reception duties including answering telephone and responding to routine queries, including, where appropriate, dealing with visitors on behalf of Headteacher * To provide high quality initial information and guidance to students and potential students/parents regarding college provision. * Ensure the effective running of Student Reception by answering and redirecting calls and messages including through school synergy efficiently. * Input and maintain accurate student records on School Synergy to support students: attendance, pastoral needs, and curriculum planning, effectively producing reports as and when required. * Ensure that any forms or stationery that are displayed/required are stocked at all times and reordered when necessary, including the processing of orders, check of incoming deliveries, obtaining prices from occasional suppliers, arranging for payment of invoices and the distribution and storage of stock. * Provide general welfare support, where required, including the responsibility for pursuing pupil absence with parents including recording and monitoring of absence and poor punctuality. * Triage First Aid incidents that may present at reception and then contact a relevant First Aider. * Provide administrative support relating to school suspensions. * Provide general clerical and administrative support, including word processing, minute taking, filing routine correspondence, distributing mail etc. * Maintaining and updating manual and computerised records including, for example, records of free school meals, school trips, registers, examinations etc. including related financial administration. |
| **General** |
| * To work within school policies and procedures * To contribute to the provision of an effective environment for learning * To attend skills training and participate in personal/performance development as required * To take care for their own and other people’s health and safety * To be aware of and respect the nature of issues * Other duties at the same responsibility level may be interchanged/added to at the discretion of the Headteacher |
| **Additional supporting information – specific to this post or postholder** |
| * Working pattern is flexible according to school needs * Fulfil the requirements of the honorarium post relating to medical plans and lead first aider |

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| Employees will be expected to comply with any reasonable request from a Leader or Manager 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.  The School 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. |
| **This job description is current at the date below, but following consultation with you, may be amended by the Headteacher to reflect or anticipate changes in the job or needs of the school** |

**Date: 17/12/24**