

Job Description

Job title	Student Services Manager	Grade	LBR 8 32-34
School	Oaks Park High School		
Reports to	Deputy Head Teacher		
Responsible for	Management of Student Services Hub		
Purpose of job			
To oversee, co-ordinate and manage the Student Services Hub to ensure the students and staff receive a high quality and efficient service from all Specialist Pastoral Assistants.			
Main duties and responsibilities			
<ul style="list-style-type: none">❖ Organisation of duty rotas for the Student Services Hub team including but not limited to; staffing of Student Services Hub throughout the day, supervision and resourcing of the Focus Room, and Uniform detention at break and lunchtime.❖ Day to day management of systems and processes related to the efficient running of the Student Services Hub❖ Triaging of workload for Specialist Pastoral Assistants and overall responsible for quality and provision of support for Pastoral Leaders and Senior Leaders to carry out their roles effectively❖ Supporting Pastoral Leaders and Senior Leaders with key calendered events involving students and parents/carers❖ Work in close partnership with the Inclusion team to support the fulfillment of provision for SEND students❖ Ensure the effective and efficient use of technology such as Google Suite, SIMS, Inventry, Impero and other technology across the Student Services Hub❖ Supporting the professional development of the student services support team through a robust annual appraisal cycle			
STUDENT SERVICES			
<ul style="list-style-type: none">❖ Quality assurance through effective monitoring of Student Services Hub throughout the school day including before and after school hours, break and lunchtime❖ Coordination of the First Aid Team, prepare the First Aid Team rota and be the first point of contact for all First Aid issues, referring on where appropriate❖ Organising the summoning of students❖ Coordination of office duty students❖ Management of internal and external exclusion and detention processes and procedures including the allocation of students to the Focus Room in liaison with DHT i/c Behaviour and Safeguarding.❖ Coordination to ensure work packs are available for external exclusions and that students have appropriate work when receiving a fixed term exclusion❖ Oversight of lost property, records and return❖ Oversight of uniform relocation room including reporting of attendees.			

- ❖ Maintain and archive students records, both paper based & electronic, in line with our Data Protection policy
- ❖ Coordination of SARs requests to ensure the timely delivery and appropriate checks made with the school DPO (Designated Protection Officer)

MID YEAR ADMISSIONS

- ❖ Ensuring the successful induction of all mid term admissions by following the school mid term admission procedure
- ❖ Supporting the transition of students, internally and externally, across key stages 2 and 3 to 4, including supporting when students are making their option choices at year 8
- ❖ Review mid term admissions by liaising with relevant staff and the student and reporting to Pastoral Leaders and parents to arrange any additional support as appropriate
- ❖ Collaborate with Inclusion, Secondary Ready Coordinator, More Able Coordinator, LRC and tutors to ensure new students are supported to access the curriculum
- ❖ Actively support, monitor and engage with year group IAG activities and attend IAG team meetings
- ❖ Supporting hand over of students leaving Oaks Park.

COMMUNICATONS

- ❖ Ensure high quality communications with all stakeholders at all times
- ❖ Monitor effectiveness and seek improvements to system delivery to pursue a cycle of continuous improvement
- ❖ Seek support and feedback from Deputy Headteacher (Personal Development and Welfare) on effectiveness of service delivery
- ❖ Liaise with all other Pastoral Leadership members to consult on need and service delivery
- ❖ Liaise with Deputy Headteacher regarding Behaviour & Safeguarding in ensuring effective support with exclusion and safeguarding related matters
- ❖ Ensuring effective deployment of Lead Pastoral Assistants to ensure all stakeholders receive appropriate and timely support and training
- ❖ Provide administrative support for Pastoral Leaders to ensure letters and Groupcall messages are managed effectively
- ❖ Oversight of quality of attendance reporting, record keeping, compilation and distribution of reporting to parents in liaison with other key staff involved with this process
- ❖ Provision of key data related to exclusions to be provided to the Main Office for letters to be sent and made available to Pastoral Leaders for meetings

General

- ❖ To be based in the central location of the Student Services Hub unless; on duty in the Focus Room, Uniform Detention, or called to support a student in a lesson or around school, or as directed by the Deputy Headteacher (PD&W)
- ❖ To ensure all students across Y7-11 are wearing their safeguarding lanyard and that it is not defaced or unable to deliver its function
- ❖ To support high standards of uniform, presentation and positive behaviours and interactions with all members of the school community
- ❖ To act as the first port of call and gatekeeper for students to report to when seeking welfare assistance so accurate records can be kept and behaviours of concern followed up with Pastoral Leaders
- ❖ To provide support during exams or other significant events to ensure the smooth delivery and consistency in approach
- ❖ To role model the highest standards of team skills to ensure the effective delivery of the highest quality pastoral support for all stakeholders
- ❖ To cover for colleagues in the Student Services Hub when required (absent from the Hub, already engaged with another stakeholder etc...) so that standards can be upheld
- ❖ Ensure that telephone calls, radio calls and letters/emails from stakeholders are answered without delay and followed up in a timely manner as required with the appropriate staff

Any other tasks as directed by the Headteacher, Senior Leadership Team and/or Heads of Year which fall within the remit of this post and the needs of the Student Support Services Team as duties and responsibilities of the post may change over time as requirements and circumstances change. Duties will not be carried out in one office and will cover different parts of the school. The job description does not form part of the post holder's contract of employment.

Person Specification

Job Title	Student Services Manager	Grade	LBR 8 (32-34)
School	Oaks Park High School		
Education and Qualifications: <ul style="list-style-type: none">● Good numeracy and literacy skills (Level 2 or above).			
Experience/Knowledge/Skills: <ul style="list-style-type: none">● Relevant and recent experience related to pastoral operations within a busy school environment.● Appropriate experience of managing others to deliver an effective service.● A high level of proficiency in MS Office, Google Suite, Word, Excel and other role related software● A thorough knowledge of SIMS and applications associated with it to. e.g. Lesson monitor and running specific reports as required.● Ability to produce clear, concise written reports and correspondence.● Ability to maintain confidentiality at all times and work with discretion when dealing with sensitive and confidential information.● Exceptional interpersonal and communication skills with students, staff, stakeholders and outside agencies● Ability to produce and present management information.● Highly organised and able to work flexibly and prioritise to meet deadlines both short and long term.● Ability to relate to children and adults.● Work constructively as part of a team.● Ability to act on own initiative.● Ability to work under pressure.● Flexibility and a good sense of humour.● Committed to maintaining a positive ethos at OPHS.● A willingness to be fully involved in the life of the school.● Good leadership and delegation skills.● Commitment to support and enhance the experience of vulnerable learners.● Commitment to career progression.			
Other job requirements: <ul style="list-style-type: none">● Enhanced DBS check.			