



Job Title: **Student, Parent and Staff Services Officer**

Grade: LBR 4, scale point 7 to 10 - Pro rata actual salary range £24,361 - £25,484

Hours of Work: 36 hours per week

Term time only plus 5 directed days

Responsible to: SPS Manager and SLT Business Manager

Required: as soon as possible

We are looking to recruit an outstanding individual to join our Administration Team to assist the smooth running of the school duties include the provision of clerical and administrative support, dealing with enquiries from students, parents, staff and external agencies and some and day to day first aid provision.

Candidates should have excellent ICT skills and experience of working in a busy and demanding environment. Candidates do not need to have worked in a school environment before you do need to have a commitment to improving the education and life chances of our pupils.

You will need to be able to show good interpersonal skills and a commitment to children's wellbeing. This role offers an opportunity to play a significant part in our wonderful inclusive school community. It is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach.

We are justifiably proud of our recent 'Good' Ofsted judgement which recognised our positive learning environment, caring community and 'strong culture of safeguarding'. Our students "conduct themselves in a calm and orderly manner around school and behave well in lessons" (Ofsted, June 2022). Our high aspirations for all students were recognised by Ofsted through our commitment to provide an exceptional education for all of our students.

A key strength of Caterham High is our community. We are a values-driven community that upholds five core values as part of The Caterham Way: Believe, Connect, Innovate, Persevere, and Excel. These values serve as a guiding force for both staff and students, shaping the culture and environment of the school. As an East London school, we celebrate our diversity rigorously promoting inclusivity and equality.

We look to provide development and training opportunities for all staff. Appropriate training and guidance will be provided for this post holder so that they can fulfil all aspects of the role.

Caterham High School is well-equipped and has good facilities. We also have two Provisions: one for Deaf children and one for children with Autism. We believe that our facilities are an essential component of our students' education, and we take pride in maintaining them to a high standard.

Our staff are well known as friendly and welcoming. The senior team seeks to support good health and wellbeing for all staff. There are staff activities such as football, badminton and textiles. Staff have free access to our fitness suite and free parking.

Headteacher: Ms Belinda Chapple
Caterham Avenue, Ilford, Essex, IG5 0QW.

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Please visit the website to find further information and videos about Caterham High.

Completed application forms should be e-mailed to recruitment@ecaterham.net by Monday 20 May 2024

Interviews will be scheduled on Thursday 23 May 2024

However, please note, the school will assess applications immediately on application and reserves the right to interview and appoint a suitable candidate before the closing date, and/or shortlist via online activities.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Offer of a position is subject to receiving satisfactory references and an Enhanced DBS Clearance.

In accordance with KCSiE, Safer Recruitment Guidelines and Data Protection Guidelines, we reserve the right to use social media as part of our recruitment processes. Further details are available from the LGA guidance note. If you would like to discuss this further, please contact the school.

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Student, Parent and Staff Services Officer Job Description

Grade: LBR 4 (London Borough of Redbridge), scale point 7 to 10.

Hours of Work: 36 hours per week / 45.4 weeks per year term time only plus 5 directed days.

Date of Job Spec: May 2024

Responsible to: SPS Manager and SLT Business Manager

Purpose:

To be part of the SPS Student, Parent and Staff Service administrative team supporting the smooth running of the school by working proactively to support students, parents and carers, and staff as directed.

To undertake a range of activities and duties to provide an efficient, timely and proactive service for students, parents and carers and all staff, working in all parts of the service team, as a team member, with flexibility and efficiency.

This includes areas such as: first aid; communications with parents and carers, staff and external agencies; dealing with students helping with their enquiries and needs; and producing documents, letters and inputting information in systems or spreadsheets. (This is not an exhaustive list)

Duties and Responsibilities: *examples of duties and responsibilities to be undertaken – this list is not exhaustive.*

Duties and responsibilities will be undertaken under the direction and management of the SPS Manager

- To deal with requests from students, parents and carers, and staff as required in an efficient and timely manner.
- To provide efficient, effective, and flexible organisational and administrative service to all staff and departments or areas as required to ensure the smooth running of the school.
- To be the first line of welcome and service for visitors, including parents and carers, to the school site
- To ensure signing in and out of school visitors and contractors adheres to safeguarding procedures and policies and that these procedures are adhered to by all and at all times.
- To participate in training and be a pro-active First Aider dealing with all students, staff, and visitors
- To support students to engage in school through procedures and systems; for example, assisting with uniform, letters, lost property, stationery, lateness, and day to day matters that support students to thrive at school.
- To support students facing hardship with day-to-day matters: for example, uniform and stationery
- Support staff and students with enrichment and trips administration. For example, letters, slips, receiving monies.
- To carry out tasks related to reprographics for staff (e.g., printing, photocopying, and producing resources) and produce, action, and maintain displays.
- To use a variety of ICT packages to record and store information in relation to students, parents, staff, or visitors (for example, word, excel, databases, internet, SIMS, Go4schools)
- To support administration for school events and activities: for example, enrichment activities and parents' evenings
- To support the SPS Manager with orders, monitoring and maintaining stock relevant to the team
- To receive incoming communications and carry out outgoing communications (for example, telephone calls and emails, post) and deal with these appropriately and in a timely manner.

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- To deal with internal and external mail, messages, and school messaging
- To undertake word-processing or other administrative tasks (for example letters and documents requested by staff)
- To assist in the despatch of school publications, letters, and communications
- To fulfil the responsibilities of this post responding flexibly, positively, and proactively to the school's ongoing and developing needs
- To perform other such duties of a similar nature as may be required.

The following duties and expectations are common to administrative staff across the school.

Other Specific Duties

- To maintain confidentiality at all times
- To engage actively in the Performance Management Review process
- To carry out the duties in the most effective, efficient, and economic manner available
- To co-operate with other colleagues to ensure a sharing and effective usage of resources to the benefit of the school, department, and the students.
- To contribute to the promotion of the school, contributing to the overall ethos, work and aims of the school.
- To present a positive personal image and appreciate and support the role of other professionals.
- To attend relevant meetings as required
- To be courteous to colleagues and students and provide a welcoming environment to visitors and telephone callers.
- To carry out any other duties including before and after school, on and off site as directed by the SLT.
- To be trained as a Fire Marshal and carry out duties as required.

School Policies

Ensure that all duties and responsibilities are carried out in accordance with Health & Safety at Work Policy. Be aware of and comply with policies and procedures relating to child protection, health, safety & security and confidentiality, reporting all concerns to an appropriate person. Contribute to the overall ethos, work and goals of the school.

Training and Development

The school has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their own continuous professional development, and to attend and participate in any training or development activities required to assist them in undertaking their role and meeting their safeguarding and general obligations as directed by SLT.

Health and Safety

The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in the Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances.

Equality and Diversity

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Caterham High School is committed to equality and values diversity. As such it is committed to fulfilling its equality duty obligations and expects all staff and volunteers to share this commitment. The duty requires the school to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age gender, race and faith, and people who do not share them. Staff and volunteers are required to treat all people with whom they come into contact with dignity and respect and are entitled to expect this in return.

Safeguarding

The member of staff will be required to safeguard and promote the welfare of children and young people and follow school policies and the staff code of conduct. They will uphold, support and act upon the school Safeguarding Policies and practice ensuring they have an up-to-date knowledge of relevant safeguarding legislation and guidance in relation to working with and the protection of children and young people. Every member of staff is responsible for ensuring that the school child protection policy is adhered to and concerns are raised in accordance with this policy. They will attend Safeguarding meetings and events as appropriate and work with the Safeguarding Lead to promote strong, secure systems and development of ethos across the school.

Working ethos

Caterham High School expects all staff to work effectively as part of a team or teams, delivering high quality education and support to staff and students. As a minimum this requires dealing with people politely and tactfully, communicating with colleagues and students both formally and informally (but professionally), offering guidance and information in accordance with school guidelines, policies and procedures when requested and contributing to the maintenance of the school environment. In order to do this, staff are expected to make themselves aware of the relevant policies and procedures. All staff are required to maintain confidentiality as required.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that a post holder will carry out. Employees will be expected to comply with any reasonable request from a manager or be required to do other duties appropriate to the level of the role, as directed by the Headteacher.

This job description will be reviewed at regular intervals and is subject to change as the needs of the school evolve.

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