

### CAST Student Services Job Description

<b>Job Title</b>	Student Support Administrator
<b>Reports to</b>	Head of Pastoral Care
<b>Grade</b>	Level 2 (Scale 3)
<p><b>Role Summary:</b></p> <p>Working with the Head of Pastoral Care, you will provide pastoral support to students and families, also delivering administrative support across a range of tasks, which allow teaching staff to maximise their capacity to deliver the curriculum. Working with staff, families, students and third party agencies, you will support the well-being of all students ensuring the achievement of learning potential.</p>	
<p><b>Key Job Outcomes:</b></p> <p><b>Attendance and Punctuality</b></p> <ul style="list-style-type: none"> <li>● Monitor attendance and punctuality, following up where necessary with telephone calls home and conversations with students to ensure absences and time-keeping issues are explained and recorded accurately in SIMS</li> <li>● Ensure missing and unexplained marks are investigated and necessary action taken, including where necessary referral to Head of Pastoral Care</li> <li>● Produce attendance and punctuality reports and complete trackers as required</li> <li>● Send letters to families where required</li> </ul> <p><b>Behaviour</b></p> <ul style="list-style-type: none"> <li>● Support the Leadership Team by dealing with any cases of negative behaviour in line with the college's behaviour policy, escalating as necessary</li> <li>● Administer communication with parents and senior management, corresponding with families and recording in SIMS / Go4Schools</li> <li>● Produce and send exclusion letters home and liaise with staff and family to arrange readmission meetings where necessary</li> <li>● Produce exclusion on a behavioural database as required</li> <li>● Attend re-admission meetings where required, taking minutes and recording to SIMS</li> </ul>	

*The PFA is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment*

**Pastoral Support**

- Support students and families both face to face and over the phone
- Develop an understanding of the particular needs of individual students within the school

**Health & Safety**

- Hold office as a qualified first aider and administer first aid to students and staff when needed
- Store medication for students, ensuring clearly marked; liaising with parents in the event items need replenishing
- Maintain and populate medical tracking and information
- Develop IHCP (Care Plans) as required with college leaders

**Administration – Key Tasks**

- Deal with requests from families for students to take a leave of absence in term time: prepare information for decision, referring to behaviour and attendance data. Communicate the decision of the Headteacher to families
- Deal with a variety of enquiries and communications from families and third party organisations, responding by telephone, letter or email; forwarding to or liaising with relevant staff where necessary
- Ensure students leaving the school other than at the end of a Key Stage are removed from roll in accordance with laid down procedures / regulations
- Support the maintenance of student and families data in SIMS and other databases
- Receive welfare concern and student files and deal with requests from schools for welfare and student files
- Deal with lost property in line with school procedures / policy

**Administration – Other Tasks**

- Ensure that safeguarding protocols are adhered to in the entry of visitors and MAT staff
- Provide reception cover as required and meet, greet and welcome visitors
- Support the administration and organisation on the day, of vaccination activities which take place throughout the school year. Ensure families receive timely communication advising of dates / times and collate permission slips for health professionals as required
- Support the administration and organisation of student induction
- Support college leaders with the inputting of data

**Key skills and competencies:****Essential**

- Good communication skills
- Ability to tailor approach to suit a variety of circumstances
- Good presentation skills
- Determined, creative, imaginative and able to use initiative
- Good IT skills particularly Microsoft Office / Google
- Accuracy and attention to detail
- Adaptable and flexible approach and able to balance conflicting demands
- Good organisation, administration and time management skills

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- Ability to work flexibly, cope with pressure and deliver to tight deadlines
- High level of integrity to maintain confidentiality of information
- Commitment to quality and continuous improvement
- Good team player with analytical and problem-solving skills
- Empathy with young people

#### **Desirable**

- Previous experience of working with young people
- Previous experience of working in a school environment
- Experience of working in a busy, high pressured environment

#### **General Accountabilities**

- Be responsible for own safety and not endanger that of colleagues / visitors to the workplace
- Work in compliance with the Codes of Conduct, Regulations and policies of the Federation, and its commitment to equal opportunities
- Ensure that output and quality of work is of a high standard and complies with current legislation / standards

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed or to incorporate any proposed changes. This procedure will be conducted by the line manager in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.