

**Archbishop Tenison’s**

**Church of England High School**

**Selborne Road, Croydon CR0 5JQ**

**PUPIL SERVICES OFFICER**

**CONTEXT OF THIS APPOINTMENT**

For over four years we have had a Head of Pupil Welfare who works alongside our Pastoral Leaders and Senior Pastoral Leaders on the school’s Pastoral Leadership Team. This is to ensure that individual pupils who for different reasons need particular oversight and help do not get overlooked and can be given the time they need. This has worked well from so many perspectives. Previously the person in this role worked as Pupil Services Officer. Whilst it was initially manageable and effective for this to be incorporated into the new role, the number of pupils in the school is now growing and the Pupil Services elements of the role now need more attention in their own right.

**PURPOSE OF THIS ROLE**

The rationale for this role is to support the Head of Pupil Welfare, Heads of Year and both teaching and administrative staff with the day-to-day leadership and organisation of the school in a way which most benefits the pupils. Practically this role relates to five distinct, but overlapping areas:

* Attendance – accurate and up-to-date recording of information, and effective communication of that information to those who need it; ensuring that pupils themselves make every effort to be in school on time
* Discipline – making the system of sanctions and rewards work for staff and pupils on a day-to-day basis; communicating with pupils, as necessary, about detentions they must complete or commendations they have received
* Medical and other practical needs – being there for pupils and students at key times, able to answer their queries or questions or to provide initial help or First Aid, as required; direct contact with parents and carers as part of this help and to keep them informed of any needs or concerns
* Communication with home – facilitating conversations between parents and carers at the school, particularly when misunderstandings occur or there have been gaps in communication relating to pupils’ attendance or absence or to practical arrangements during the school day
* Communication with staff at the school about any of the above matters – being knowledgeable and informative in response to their queries and concerns; acting promptly to advise pastoral or senior staff of a potential problem or difficulty; being pro-active in working with both teaching and support staff team to serve our pupils well and ensure that parents are kept informed and aware of what the school is doing to help and support them, when this is needed

We are looking for a colleague who can work well with staff and pupils across the school, but who is also highly organised and attentive to detail. The successful applicant for this post will be someone who has already worked in a school or similar setting, who is familiar with data and relevant ICT applications, but who also has the potential to build strong relationships with pupils and their parents on a regular or occasional basis and who over time can build staff and parent confidence in strong, reliable systems of recording and communication.

This wide-ranging role will give the person appointed good experience of several different aspects of the day-to-day running of the school at a time when pupil welfare, including safeguarding, has to be a priority for all schools, and particularly for a school with a long-standing commitment to high standards of pastoral care in a secure Christian context.

**WHAT THE ROLE INVOLVES: JOB PROFILE**

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| **Job Title:** | **Pupil Services Officer** |
| **Grade Range:** | NJC Grade 3 (Points 5-7) £24,804.00 - £25,629.00 |
| **Hours:** | 32.5 hours per week  8am to 3pm Monday to Friday  (with a ½ hour unpaid lunch break from 12.00-12.30pm each day)  (term-time only +10 days which also includes staff training days) |
| **Reports to:** | Head of Pupil Welfare |
| **Review Date:** | July 2024 |
| **Role Purpose and Role Dimensions:** | Pupil Services: attendance, administration of sanctions and rewards, oversight of medical room, communication with parents/carers (externally) and with staff (internally) |
| **Key External Contacts:** | * Parents and carers * Visitors to the school |
| **Key Internal Contacts:** | * Head of Pupil Welfare * Senior Pastoral Leaders and Heads of Years 7-11 * Form Tutors and Teachers of Years 7-11 * Office Team Leader, Head’s PA Receptionists * Sixth Form Administrative Officer * Pupils * Teachers on duty * All administrative, support and teaching staff * Senior Leader |
| **Key Areas for Decision Making:** | * SIMS - Lesson Monitor (ensuring accurate record Keeping/monitoring) * School Comms/Gateway * Attendance (absences/lates) * First Aid * Interaction with parents and carers * Information for staff and pastoral/senior leaders |

**Key Accountabilities:**

1. **Organisation**

* Apply the school’s **Attendance Policy**; follow up on lateness and absence as required; fill in for Sixth Form Administrator and check Sixth Form attendance, if she is absent
* Process information in Lesson Monitor for school visits and exams, or events on a set day
* Receive, process, organize and pass on information related to sanctions and rewards given to pupils by staff
* Handle pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
* Receive/send out information to parents/carers, pupils, staff in the correct form, as needed

1. **Administration**

* Answering and making telephone calls and texts to parents/carers with regard to pupil absences and late arrivals.
* Maintain manual and computerised records/management information systems
* Maintain records of sanctions and rewards given to pupils for pastoral leaders and other staff, so that appropriate detentions can be completed and commendations awarded
* Keep the medical room in good order, tidy and well supplied with materials needed for First Aid; ensure that records of pupils seen, helped and referred on to parents and medical services are kept accurate and up to date
* Keep reliable records of both internal and external communications sent out, so that queries can be answered and misunderstandings clarified

1. **To assist Head of Pupil Welfare with SIMS and Attendance**

* Produce lists/information/data as required e.g. pupils’ data
* Maintain and collate pupil attendance reports
* Produce ad hoc attendance reports

1. **To assist Office Team Leader and Receptionist/s**

* Answering general telephone and face to face parent/carer enquiries, when needed

1. **To assist Year 7-11 Pastoral and Senior Leadership Team**

* Send out standard letters regarding uniform, make-up, punctuality, equipment and other routine concerns, as required
* Text parents/cares regarding absences and daily late detentions
* Provide late reports for the Heads of Year 7-11
* Assist Assistant and Deputy Headteachers and/or members of the safeguarding Team with following up any pupils missing or causing serious concern

1. **Resources**

* Operate relevant equipment e.g. photocopier
* Operate relevant ICT packages (e.g. word, excel email, internet and SIMS)

1. **Responsibilities**

* Be aware of and comply with policies and procedures relating to attendance, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
* Be aware of and support difference and ensure equal opportunities for all
* Contribute to the overall ethos/work/aims of the school
* Appreciate and support the role of other professionals
* Attend and participate in relevant meetings as required
* Participate in training and other learning activities and development as required

**PERSON SPECIFICATION: Pupil Services Officer**

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|  | **Essential qualities** | **Desirable qualities** |
| **Skills** | Has attained at least 5 GCSEs with grade C in English and Maths and has other relevant qualifications for working in a school context  Experience of working with Microsoft Office applications, and therefore familiar with word processing, spreadsheets and databases, for example.  A personable approach to the public, both in person and on the telephone; able to find the right words for each occasion  Ability to relate well to children and adults – listens well, understands different perspectives, able to persuade young people to reflect on their actions and change their mind, when this is needed  Ability to communicate with a high level of respect, consideration and empathy, but also with clarity and conciseness, when this is required  Able to use relevant technology and equipment, and to work efficiently with such systems during a busy school day  Able to work unsupervised under direction; is a self-starter, showing initiative and being pro-active when a problem emerges; also knows when it is important to refer a matter on to a colleague | Experience of working with SIMs software package |
| **Knowledge** | Understand principles of child development and learning processes  Knowledge of relevant codes of practice, policies and procedures, especially relating to safeguarding | Appropriate knowledge of first aid |
| **Experience** | General clerical/administrative work and reception work  Work with young people in a school or comparable environment, where they need guidance, advice or help | Work as a Teaching or Learning Support Assistant |

