



JOB DESCRIPTION: Student Support Officer

Grade: Band 7 (SCP 8-11)

Purpose of the role

Under the instruction/guidance of senior staff provide general pastoral care and guidance to the students and administrative support to the school including the use of SIMS, providing First Aid.

To promote actively the Catholic ethos of the school in accordance with the wishes of the Directors, Governors and under the direction of the Headteacher.

Responsibilities

- Undertake pastoral duties under the direction of Deputy Head, Assistant Head, Pastoral Leaders and SENDCo relating to first aid, students leaving due to sickness, attendance, calls to parents
- Undertake reception and telephone duties including taking and preparing minutes/ information for and of meetings.
- Provide clerical support e.g. photocopying, filing, update manual & computer records (including SIMS), sort and distribute mail; maintain stocks
- Undertake typing, word processing and other IT based tasks.
- Liaising with education, health and other specialists and outside agencies to develop multi-agency approaches to support pupils.
- Providing advice, information and training
- It is an expectation of the role that jobholders will engage with all pupils as directed by the school in line with the overall goals of the school and the needs of all pupils.
- To design and manage appropriate administrative systems.
- To receive enquiries made to school and determine the appropriate priority of response including answering queries by telephone and face to face, and ensure they are dealt with effectively and efficiently.
- Responsible for pupil first aid/welfare duties, looking after sick students, liaising with parents/staff etc.
- Completion of relevant accident reports and attendance for SLT & governors.
- Provision of administration & clerical support to the Pastoral & Inclusion Team including photocopying, filing, completion of standard forms, responding to routine correspondence and typing of minutes.
- Responsible for keeping the SIMS data base up to date in accordance with the School's policy and GDPR.
- Undertake administration duties relating to:-
 - First Aid
 - Inclusion record keeping
 - Transition
 - Student Lockers Produce lists/information/data as required
 - Typing, administration, minutes and other IT based tasks for example Pupil Passports/ EduKey

- Operate relevant equipment/ICT packages (e.g. word, excel, databases, spreadsheets, Internet).
- Maintain stock and supplies within an agreed budget, cataloguing and distributing as required eg first aid
- Provide general advice and guidance to staff, pupils and others.
- Be aware of and comply with policies and procedures relating to 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 and the Trust.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- The post holder must carry out his/her duties with full regard to the Trust's Equality Objectives in the terms of employment and service delivery to ensure that colleagues are treated and services delivered in a fair and consistent manner.
- To comply with health and safety policy and systems, report any incidents/accidents/ hazards and take pro-active approach to health and safety matters in order to protect both yourself and others.
- Any other duties of a similar nature related to the post which may be required from time to time.

Indicative Knowledge, Skills, Experience

- Awareness of policy, procedures and legislation relating to child protection and health and safety

Professional Standards for Teaching and Learning Support Staff

All Support Staff engaged in teaching and learning should adhere to, and uphold, the following standards;

Personal and professional conduct

- Uphold the ethos, policies and practices of the school
- Through positive attitude, values and behaviours, develop and sustain effective relationships within the school family
- Have due regard for the need to safeguard pupil well-being by following relevant statutory guidance in addition to school policy and practice
- Recognise differences and respect cultural diversity
- Ongoing commitment to practice development through self-evaluation and awareness

Knowledge and understanding

- Be willing to acquire the appropriate skills/qualifications/experience required for the role
- Demonstrate expertise and skill in understanding the needs of all pupils, and know how to adapt and deliver support to meet individual needs setting high expectations in doing so.
- Increase personal effectiveness in the setting through reflective practice and ongoing CPD ensuring that knowledge and understanding are current in doing so

- Support teachers and pupils in achieving positive outcomes through the maintenance of a level of subject and curriculum knowledge relevant to the role
- Understand the role and responsibilities within the learning setting and whole school context in the knowledge that those responsibilities extend beyond a direct support role

Working with others

- Through effective liaison, communication and partnership working, recognise, value and respect the role and contribution of other professionals, parents and carers
- Keep other professionals accurately informed of progress or concerns they may have about pupils that they work with
- Through an appreciation of the role and responsibilities, work in partnership with classroom teachers and colleagues by ensuring that their knowledge is able to inform planning and decision making
- Communicate specialist understanding to other school staff and education professionals to facilitate consistent decision making on intervention and provision

School Ethos

- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Develop constructive relationships and communicate with other agencies/professionals where appropriate to the role.
- Attending meetings and liaising and communicating with colleagues in school, parents/carers and internal/external agencies.
- Share expertise and skills with others.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Demonstrate and promote commitment to equal opportunities and to the elimination of behaviour and practices that could be discriminatory.
- To be aware of requirements in respect of confidentiality, child protection procedures, health and safety, behaviour management, equal opportunities, special educational needs and other policies of the governing body and/or local education authority.
- As and when required as directed by teaching staff, to escort pupils home with an appropriate colleague.
- Be an effective role model for pupils by demonstrating and promoting the positive values, attitudes and behaviour expected from pupils.
- Carrying out tasks for the domestic care and general welfare of pupils in respect of toileting, at meal times and changing using specialist equipment where necessary.