

Ferryhill Business and Enterprise College



Job Title:	Student Support Officer
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Grade:	Grade 5
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Hours:	Term Time - Full Time (37 hours)
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Reporting to:	Head of School
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Main Duties:

Major duties and responsibilities;

To support the Head of School, all Assistant Head Teachers, Learning Co-ordinators and Personal Tutors in supporting the administration of information relating to students and their parents/guardian including;

- A timely AM & PM attendance check
- Register monitoring and clarification to ensure that they are accurate – speaking to staff to correct any anomalies
- The monitoring of lateness – administration of sanctions and communicating with parents about the importance of punctual attendance
- Communication with parents about reasons for absence and the logging of parent feedback relating to reasons for absence
- Work with Learning Co-ordinator and/or SENCO to administer and implement pastoral support plan should one be required relating to attendance
- Work with the Welfare and Inclusion Officer to administer the appropriate paperwork for the attendance team to enable them to take action for non-attendance in a timely manner
- To collate and provide attendance data as requested by the Headteacher
- The logging, monitoring and organisation of external isolations
- At the request of the Head of School, liaise with pupil casework and other schools in relation to administering transfers and pupil information including alternative provision
- The processing of all text messages through the school texting service including daily attendance messages
- The facilitation, monitoring and administration of all medication including the accurate completion and logging of all medication paperwork
- Working with Learning Co-ordinators to administer pastoral documentation such as PSPs and Behaviour contracts
- The uploading, logging and updating of all SIMS data including CTF files, enrolment records, changes to personal details, photographs
- The taking of minutes for meetings as and when required at the request of ULT, LCO's and the Welfare and Inclusion Officer
- Organisation of the immunisation programme
- Co-ordinate the school photograph diary and manage the sessions as required
- Supporting students with transport issues and issuing of temporary bus passes
- Appropriately dealing with all lost property – with the intention of ensuring students are reunited with their belongings

- Assisting with Classcharts rewards system
- Administer Fixed Term Exclusion paperwork at the request of the Head of School/Learning Co-ordinator and record on SIMS and Classcharts accordingly
- Provide a point of contact for students and their families
- Maintain student records and ensure that these are made available to staff
- Provide administrative support to the whole pastoral team
- Assist parents/carers in the administration of admission forms for in-year admissions
- To be the first point of contact for all medical issues and to administer first aid as required

The above duties and responsibilities are not an exhaustive definition of all tasks associated with the post. These duties may vary from time to time without materially affecting the level of responsibilities or character of the post and this is reflected in the grading.