

## JOB DESCRIPTION

Subject to the current agreed terms and conditions of employment as set out in the college staff manual

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**Job Title:** Student Services Officer

**Job Purpose:** To provide high-quality support provision for students and efficient administrative support for the Pastoral Directorates

**Accountability to:** Student Services Manager

**Responsible for:** None

Key Responsibilities and Key Tasks:

- 1. Provide high-quality support provision for students**
  - a. Respond to queries from students, staff, parents and external services.
  - b. Provide accessible and approachable 1-1 support for vulnerable young people, including timely internal and external referral and follow-up where appropriate
  - c. Triage students referred (or self-referring) with wellbeing and safeguarding concerns; liaising with the Student Services Manager, Head of Wellbeing, Safeguarding and Counselling teams to ensure appropriate support for the student
  - d. Attend weekly safeguarding meetings, maintain up to date Designated Safeguarding Lead (DSL) training and attend half-termly counselling supervision
  - e. Communicate effectively and attend external meetings with relevant external agencies and organisations where required e.g. MASH, Police, CAMHS, Early Help, CMHL, Social Care, Homelessness Prevention Team, Feeder School DSLs.
- 2. Provide efficient administrative support for the Pastoral Directorates**
  - a. Contribute to weekly absence reporting and attendance monitoring, including liaison with Heads of House and Tutors where appropriate
  - b. Record student information on MyProgress and CPOMS (biographical details, confidential notes, green and red 'corners', specialist files, disclosures), maintaining accuracy and confidentiality
  - c. Provide effective administrative support for safeguarding including liaison with partner schools in relation to the transfer of safeguarding records
  - d. Provide effective administrative support for the disciplinary procedure
  - e. Provide effective administrative support for progression activities including the UCAS application process and the provision of employment references
  - f. Take notes at meetings when required
  - g. Monitor and respond to Student Services mailboxes as required
  - h. Work flexibly and share responsibilities within the Student Services Team
- 3. Any other duties**
  - a. Undertake any other reasonable tasks, as required.

