

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 (SSM) |
| Responsible for: | None |

Key Responsibilities and Key Tasks:

- 1. Provide high-quality support provision for students**
 - a. Provide a positive first point of contact in Student Services and coordinate lost property.
 - b. Respond to queries from students, staff, parents/carers and external services.
 - c. Provide accessible and approachable 1-1 advice and guidance for students, including vulnerable young people.
 - d. Support the triage of students referred (or self-referring) with welfare, wellbeing and safeguarding concerns.
 - e. Support the monitoring of student attendance and progress, following up absence concerns with communications to students, staff, parents and carers as required.
 - f. Support strong student engagement with intervention procedures, providing follow-up where students do not attend 1-1 meetings, Intervention Workshops and other appointments.
 - g. Ensure appropriate support for students from pastoral staff and specialist teams through clear and timely referrals.

- 2. Provide efficient administrative support for the Pastoral Directorates**
 - a. Contribute to absence reporting and attendance monitoring, including liaison with Teachers, Tutors, Heads of House and Pastoral Directors where appropriate.
 - b. Provide effective administrative support for safeguarding maintaining accuracy and confidentiality (including recording student information on MyProgress/CPOMS, liaising with students, parents and carers where required).
 - c. Provide effective administrative support for the disciplinary procedure as required.
 - d. Provide effective administrative support for progression activities including the UCAS application process and the provision of employment references.
 - e. Provide effective administrative support for college events and activities where required.
 - f. Monitor and respond to Student Services mailboxes as required.



