

Student Services Manager

The role of a Student Services Manager is integral to fostering a supportive and aspirational environment within an educational institution. This pivotal position focuses on providing comprehensive pastoral support and guidance, ensuring that every pupil develops outstanding attitudes, attendance, and behaviour for learning. You will be at the forefront of championing student well-being and academic success, working collaboratively to remove barriers and empower all students to achieve their full potential and pursue their chosen university or career paths.

Core Purpose

The core purpose of the Student Services Manager is to strategically lead and collaborate with pastoral and teaching teams to deliver exceptional support and guidance. This role is dedicated to nurturing students' personal and social development, ensuring their well-being is prioritised, and fostering an environment where ambition thrives regardless of individual circumstances. By focusing on holistic development, the Student Services Manager ensures that all students are equipped with the attitudes, attendance, and behaviours necessary to excel academically and transition successfully into their future endeavours.

Key Areas of Responsibility

1. Pastoral Support and Guidance

- Work collaboratively with the pastoral team and teaching staff to provide comprehensive pastoral support and guidance, ensuring outstanding attitudes, attendance, and behaviour for learning.
- Attend to pupils' personal needs, offering advice and assistance with their social, health, and emotional development, fostering a nurturing environment.
- Ensure that the appropriate Head of College is fully aware of all incidents involving students from their house, facilitating seamless communication and support.
- Efficiently deal with enquiries and correspondence related to student services, referring matters to the Head of College or other relevant staff when necessary.
- Challenge and motivate pupils, actively promoting and reinforcing their self-esteem, and empowering them to develop effective strategies for positive behaviour and personal growth.
- Provide immediate and compassionate support for pupils who are distressed, unwell, or have been hurt, ensuring their comfort and safety.

- Maintain a thorough understanding of child protection and safeguarding procedures, liaising regularly with the Designated Safeguarding Lead and attending necessary meetings to ensure the highest standards of student safety.
- Liaise effectively with parents and outside agencies, making referrals to Early Help services as and when advised, to secure appropriate external support for students and families.
- Attend meetings convened to discuss pupils' progress at the request of the Pastoral Team, contributing insights and support strategies.
- Maintain accurate record-keeping by meticulously recording concerns for specific students via chronologies, ensuring comprehensive and up-to-date information.
- Contribute actively to the maintenance of a caring and stimulating environment for young people across the academy.

2. Attendance and Behaviour Management

- Collaborate closely with the Pastoral Team, Attendance Officer, and Teaching Staff with the aim of significantly improving the attendance of students with below 95% attendance or those at risk of falling below this threshold.
- Champion high expectations of attendance among pupils and address all attendance concerns promptly and appropriately, implementing effective interventions.
- Uphold and actively promote Academy improvement strategies for attendance, contributing to a culture of consistent presence and engagement.
- Provide essential support with home visits alongside team members when required, demonstrating a proactive approach to student welfare.
- Collect comprehensive information and statements from pupils who have been involved in behaviour that contravenes the academy's behaviour policy.
- Liaise with the Head of College to agree upon and implement appropriate management strategies for any behaviours that contravene the school's behaviour policy.
- Monitor pupils who have been placed on report, meticulously passing information about their progress to the Pastoral Team as requested or required.
- Ensure that accurate records are maintained for all pupils, outlining issues that have arisen and any action that has been taken, agreeing actions for behaviour concerns at regular meetings and ensuring their completion in liaison with the Head of College.
- Meet regularly with students and families to ensure excellent engagement and foster positive relationships.
- Collate and organise work as provided for pupils who may be out of lessons for any given reason, ensuring continuity of learning.
- Actively reward and reinforce improving and excellent behaviour for learning, celebrating student progress and positive choices.
- On occasions, supervise the internal support units (Compass/LSU), ensuring appropriate behaviour and conduct of pupils within these settings.

- Ensure that pupils consistently uphold the academy's expectations in terms of their presentation and preparedness for a high-quality learning environment (uniform and equipment).
- Maintain a visible presence at the start of all assemblies to ensure high standards of conduct and organisation.

3. Academic Progress and Holistic Development

- Liaise effectively with the College Pastoral Team to identify and implement the most effective and high-impact progress support strategies for students.
- Ensure that students' social, emotional, and behavioural needs are comprehensively met, allowing them to focus fully on their learning and academic pursuits.
- Support the academic progress of vulnerable and Pupil Premium students, ensuring effective support and intervention strategies are in place to maximise their potential.
- Actively support College events and Inter-Team Competitions (both sporting and non-sporting), fostering a vibrant and inclusive academy community.
- Champion and support enrichment opportunities that genuinely respond to the diverse needs, interests, and areas of student development, broadening their experiences.
- Adhere strictly to all health and safety requirements and initiatives as directed, ensuring a safe environment for all.
- Ensure full compliance with Data Protection legislation in all aspects of student information management.
- At all times, operate within the Trust's Equality policies, promoting fairness and inclusivity.
- Demonstrate a continuous commitment and contribution to improving standards for all pupils.
- Proactively take advantage of appropriate in-service training opportunities following the induction programme, fostering continuous professional growth.
- Demonstrate high professional practice in all areas of work, acting as an excellent role model for students.
- Be efficient, effective, and highly organised in all areas of work, commanding respect and being a positive presence around the academy.
- Promote actively the academy's pride and ethos through both words and actions.
- Adhere to the staff dress code, setting a professional example.
- Participate diligently in duties as directed.
- Be an excellent communicator with a high degree of emotional intelligence, capable of building strong relationships.
- Be an excellent student manager, capable of working confidently and collaboratively as part of a team.

Person Specification – Exams Manager

This section outlines the essential and desirable attributes for the Student Services Manager role:

Qualifications and Training

Essential:

- Educated to GCSE level standard or equivalent (English and Maths A*-C grade or equivalent).

Desirable:

- Recognised training or qualification in behaviour management or pastoral care.
- Qualification in youth work, counselling, or a related educational support field.
- Certified First Aid qualification.

Knowledge and Understanding

Essential:

- Comprehensive understanding of factors affecting student behaviour and attendance, and their impact on learning.
- In-depth knowledge of strategies to support students' social, emotional, and mental health needs.
- Thorough awareness of safeguarding principles and procedures, including child protection legislation.
- Strong knowledge of effective record-keeping practices and data protection regulations (GDPR).

Desirable:

- Detailed knowledge of the Academy's specific policies and procedures related to behaviour, attendance, and pastoral care.
- Advanced understanding of child development and adolescent issues, including common challenges faced by young people.
- Comprehensive knowledge of relevant external support agencies and referral pathways.
- Familiarity with restorative justice practices and their application in an educational setting.
- Understanding of the impact of disadvantage on student outcomes and strategies to mitigate this.

Experience

Essential:

- Significant experience of working with young people in a supportive or advisory capacity, demonstrating a positive impact on their development.
- Proven experience of communicating effectively and empathetically with young people, parents/carers, and adults from diverse backgrounds.

- Extensive experience of maintaining accurate and confidential records.
- Experience in managing or leading a small team within a support or pastoral context.

Desirable:

- Substantial experience of working in an educational setting, particularly in a pastoral or student support leadership role.
- Proven experience of successfully supporting students with persistent behavioural or attendance difficulties.
- Extensive experience of liaising effectively with parents/carers and a wide range of external agencies to secure positive outcomes for students.
- Experience in crisis intervention and de-escalation techniques.
- Experience in developing and delivering training or workshops for staff or students.

Skills and Abilities

Essential:

- Exceptional communication and interpersonal skills, capable of building immediate rapport and trust with students, staff, and families, and conveying complex information clearly.
- Outstanding organisational and time management skills, with the proven ability to manage a diverse and demanding workload, prioritise effectively, and meet deadlines.
- The ability to maintain absolute confidentiality and act with the highest level of discretion when handling sensitive student and family information.
- A highly positive and proactive approach to problem-solving, consistently seeking innovative and effective solutions.
- Remarkable resilience and the ability to manage challenging and emotionally charged situations with composure and professionalism.
- Proven ability to work effectively both independently, demonstrating initiative and sound judgment, and as an integral part of a collaborative team.
- Excellent IT skills, proficient in using student management systems, communication platforms, and data analysis tools.
- Strong leadership capabilities, with the ability to inspire and motivate others towards shared goals.

Desirable:

- Advanced skills in conflict resolution and mediation.
- Proficiency in data analysis and reporting to identify trends, inform interventions, and demonstrate impact.
- Strong public speaking and presentation skills for addressing assemblies or delivering information to groups.
- Ability to mentor and coach other staff members in pastoral care best practices.
- Strategic planning capabilities to contribute to wider academy improvement.

Personal Qualities

The Student Services Manager will be an **exceptionally empathetic** and **proactive individual**, driven by a **profound dedication** to nurturing the holistic development of every student. They will possess an **innate ability to connect with young people**, inspiring trust and **fostering a sense of belonging**, whilst also demonstrating a **robust and consistent approach** to upholding academy expectations. This role calls for a **highly organised** and **adaptable professional** who thrives on **solving complex challenges** with **creativity** and a **calm demeanour**. They will be a **natural advocate** for students, tirelessly working to remove barriers and champion their aspirations. Above all, their **unwavering commitment** to student well-being and their **ability to inspire confidence** will be central to creating an academy environment where every child feels truly supported to achieve their very best.

Safeguarding of Students and Duty of Care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the [Keeping Children Safe in Education document](#) (Department of Education).

Notes

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.

