

## Student Services Officer

The Student Services Officer plays a vital role in cultivating a supportive and effective learning environment for all pupils. This position is dedicated to providing direct, day-to-day pastoral support, ensuring that students are empowered to develop positive behaviours, maintain excellent attendance, and fully engage with their education. You will be a key figure in fostering a nurturing atmosphere, working closely with students and staff to address immediate needs and promote a culture of achievement and well-being.

### Core Purpose

The core purpose of the Student Services Officer is to provide proactive and responsive pastoral support to pupils, working in close partnership with college pastoral teams. This role is essential in addressing low-level behavioural issues, supporting students' re-engagement with learning, and ensuring their well-being. By maintaining meticulous records, facilitating conflict resolution, and celebrating student successes, the Student Services Officer contributes significantly to creating an inclusive and positive academy environment where every student feels understood, supported, and motivated to thrive.

### Key Areas of Responsibility

#### 1. Student Support and Behaviour Management

- Work directly with identified students and their parents/carers to develop and implement inclusive practices that enable students to effectively access their education.
- Provide immediate support in resolving low-level student behaviour, consistently applying Academy procedures and systems.
- Address and resolve behaviour issues that arise during break and lunch times, ensuring appropriate follow-up actions are taken.
- Organise and collate work daily for students who may be out of lessons, ensuring continuity of their curriculum engagement.
- Support students in undertaking internal isolation upon return from fixed-term exclusions, ensuring a smooth and constructive reintegration process.
- Facilitate effective conflict resolution in partnership with College pastoral teams, promoting positive peer and student-staff relationships.
- Celebrate and reward student successes and achievements, fostering a positive and motivating atmosphere.

#### 2. Communication and Administration

- Maintain confidential and comprehensive records of all work undertaken, ensuring accuracy and adherence to data protection guidelines.
- Attend meetings relating to a range of pastoral needs of students as directed, contributing insights and updates.

- Work collaboratively as a member of designated teams, contributing positively to effective working relations within the Academy.
- Demonstrate proficiency in the application of literacy, numeracy, and ICT skills to support daily tasks and communication.
- Safeguard the health and safety of all students both on the Academy premises and when engaged in authorised school activities elsewhere.
- Contribute to the effective running of the Academy and actively promote learning in a positive environment.

### **3. Professional Development and Values**

- Take personal responsibility for continuous professional development, seeking opportunities to enhance skills and knowledge relevant to student support.
- Participate, as appropriate, in the Academy's professional development programme, engaging in learning opportunities.
- Engage actively in the Performance Management Review process, evaluating personal performance through self-evaluation and learning from the effective practice of others and from evidence.



# Person Specification – Student Services Officer

This section outlines the essential and desirable attributes for the Student Services Officer 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 strategies.
- Training in conflict resolution techniques or restorative practices.
- Certified First Aid qualification.

## Knowledge and Understanding

### Essential:

- Understanding of effective behaviour management strategies for young people.
- Knowledge of robust record-keeping practices and data protection principles.
- Awareness of safeguarding principles and procedures, as outlined in relevant guidance.

### Desirable:

- Knowledge of inclusive practices and how to support diverse student needs.
- Understanding of common challenges faced by young people (e.g., anxiety, peer pressure).
- Familiarity with the academy's specific policies and procedures related to behaviour and student welfare.
- Basic knowledge of external support services available to students and families.

## Experience

### Essential:

- Experience of working with young people in a supportive capacity, demonstrating empathy and effective communication.
- Experience of maintaining accurate and confidential records.
- Proven ability to address and resolve low-level behaviour issues effectively.
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### Desirable:

- Experience of working in an educational setting, particularly in a pastoral or student support role.
- Experience in facilitating conflict resolution or mediation.
- Experience of supporting students returning from fixed-term exclusions.
- Experience of liaising with parents/carers regarding student welfare.

- 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:**

- Excellent communication and interpersonal skills, with the ability to build positive relationships and rapport with students, parents/carers, and staff.
- Strong organisational skills, enabling effective management of daily tasks and student support needs.
- The ability to maintain confidentiality and handle sensitive information with discretion.
- A positive, proactive, and solution-focused approach to challenges.
- Resilience and the ability to manage challenging situations calmly and constructively.
- Ability to work effectively both independently and as a collaborative member of a team.
- Good ICT skills, proficient in using relevant systems for record-keeping and communication.

**Desirable:**

- Ability to adapt communication style to suit different audiences and situations.
- Strong observational skills to identify student needs and potential concerns.
- Capacity for initiative, identifying opportunities to provide support without direct instruction.
- Basic data entry and reporting skills.

## Personal Qualities

The Student Services Officer will be an **approachable** and **empathetic individual**, driven by a genuine passion for supporting young people's well-being and academic journey. They will possess a **natural ability to connect with students**, offering a **reassuring presence** and fostering an environment of **trust and open communication**. This role requires a **patient** and **resilient professional** who can navigate the daily dynamics of student life with a **calm and consistent demeanour**. They will be **highly organised** and **proactive**, always seeking to **provide timely and effective support**, and will demonstrate an **unwavering commitment to fairness and positive reinforcement**. Their dedication to **empowering students** to make good choices and overcome challenges will be a cornerstone of their contribution to the academy community.

## 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.

