

The Royal Alexandra and Albert School

Student Services Coordinator Job Description



Post Title:	Student Services Coordinator
Reporting to:	Deputy Head: Achievement, Standards & Inclusion
Salary:	£23,699 FTE (Prorata £20,179.00)
Contract type:	Full time, permanent
Hours:	Monday to Friday 8.00am - 4.00pm. Saturday 8.30am -11.30am. 40.07 hours/week (+ 2 INSET Days), 35 weeks per year (term time only).

Main Responsibilities

This role is dedicated to ensuring that students receive comprehensive assistance and guidance tailored to their evolving needs and developmental stages. The Student Services Coordinator aims to foster an environment where every student feels supported, empowered and equipped to thrive academically, socially, and emotionally. Through proactive engagement, support and collaborative efforts with the ASI team. This role seeks to uphold the school's mission of providing a nurturing and inclusive learning community where every student can reach their fullest potential.

Key Responsibilities

1. Creating a professional and positive Student Services area
 - Design and implement a welcoming and organised physical space for Student Services, ensuring it reflects professionalism and positivity.
 - Regularly review and update signage, literature, and displays to provide relevant information and resources to students.
2. First point of reference for students
 - Greet and assist students seeking support, guidance, or information, ensuring their needs are addressed promptly and effectively.
 - Develop a comprehensive understanding of available student services and resources to provide accurate guidance and referrals.
 - Issue replacement timetables and locating classes for room changes or group amendments.
3. General Student Support
 - Uphold high standards of student behaviour, learning, achievement, guidance, and welfare through proactive engagement and referral to key staff.
 - Offer guidance and initial support to students facing academic, social or personal challenges; collaborating with key colleagues to ensure holistic support.
 - Collate confiscated items from staff, log behaviour points and release items back to students at the end of the school day.
4. Support Attendance Officer
 - Assist the Attendance Officer by logging absence notifications, signing in late students assigning behaviour points, maintaining accurate and up to date attendance records.
 - Support the Attendance Officer to implement strategies to improve student punctuality and attendance (Letters of concern and Attendance Pledge notices).
 - In specific cases, support with communication to families regarding concerns around attendance.
5. Coordinate Communication and Enquiries
 - Respond to calls, emails, and any in-person enquiries in a timely and efficient manner,

providing accurate information and assistance to students, parents, and staff.

- Serve as a point of contact for parents, addressing concerns and inquiries, and maintaining thorough records of all communications and interactions.
- Update SIMS with any change in details.

6. Student Welfare Duties

- Provide care and support to unwell or injured students, administering first aid as necessary and coordinating with the Health Centre and parents.
- Address uniform and equipment discrepancies with students, ensuring compliance with school policies and following up with Year Leaders and parents as needed.

7. Administrative Responsibilities

- Maintain an inventory of spare school uniforms and coordinate the distribution as required.
- Oversee the lost property and confiscated items processes, ensuring adherence to established procedures and facilitating the return of items to students.
- Coordinate students for statements, supporting the Year Leaders as required.
- Provide support for Deputy Head ASI and Directors of Standards with key administrative processes.

8. Communication and Coordination

- Effectively communicate messages across the school community via radio, telephone, and email, liaising with relevant departments as appropriate.
- Collaborate with the Standards On-Call and Year Leaders to coordinate responses to emergency situations and disseminate critical information to staff and students.

9. Record-Keeping and Documentation

- Maintain confidential and comprehensive records of all student interactions, enquiries, and support provided, ensuring compliance with data protection regulations.
- Manage student records and archiving processes, maintaining accuracy and accessibility for future reference.

Additional Operational Responsibilities commensurate with the role to be agreed with the Headteacher/Deputy Head: Achievement, Standards and Inclusion.

Other

- To be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person;
- To contribute to the overall ethos and aims of the school;
- The postholder will demonstrate a commitment to maintaining confidentiality, promoting the ethos of the school and upholding the key values of Ambition, Courage, Integrity and Respect in all aspects of the role. These are the foundation upon which (a) we conduct our work and (b) conduct ourselves both internally and externally with stakeholders. All employees are expected to demonstrate these values in their interactions with others and through their day-to-day responsibilities.

The Royal Alexandra and Albert School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post if successful, including an Enhanced DBS check. Staff must be aware of and comply with policies and procedures relating to child protection, health and safety regulations, security and confidentiality, reporting all concerns as appropriate. This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.