

The Royal Alexandra and Albert School

Professional Services Officer Job Description



Job Title:	Professional Services Officer
Hours of Work:	37.5 hours per week, 37 weeks per year (term-time plus 2 weeks) 0800 – 1600 Monday to Friday (with 30-minute unpaid break). Days to include GCSE and Sixth Form results days in August and three additional days of Sixth Form enrolment in the summer).
Contract type:	Permanent
Reporting to:	Director of KS5
Salary:	£20,257.19 (£24,047 FTE)

The Role

To manage and oversee the efficient and confidential administrative and operational functions for the Director of Learning: KS5, the Sixth Form team, and students, ensuring the smooth day-to-day operations of the school. This includes coordinating across various departments, streamlining processes, and supporting the overall operational needs of the organisation, under the guidance of the Director of Communications & Operations.

Key Responsibilities

Sixth Form Support:

- Manage all Sixth Form queries (phone, email, parent communications) and distribute relevant information to staff and students.
- Assist the Sixth Form team with administrative tasks, including correspondence, student records, statistics, stationery, and meeting minutes.
- Lead the mobility spreadsheet, tracking the future destinations of students across all year groups.
- Act as the primary point of contact for the Health Centre regarding student medical matters, track health-related absences, and monitor overall attendance (Periods 1-6) using Go4S. Collaborate with the Deputy Head of Sixth Form, Health Centre, and house teams, and coordinate attendance meetings and parent communications as necessary.
- Work with the Data & Exams Department to prepare progress reports and follow up with faculty and staff regarding student progress.
- Oversee the annual update and maintenance of the Post-16 Course Directory.
- Support student tours, manage logistics for A-Level and GCSE results days, and assist with the enrolment process for incoming Year 12 students.



Ambition



Courage



Integrity



Respect

- Manage IT systems (Unifrog, UCAS, Your Journey for Life) for Sixth Form students.

Events Coordination:

- Assist with the planning and execution of Sixth Form events, such as Open Evenings, Parents' Evenings, and event booking systems.
- Coordinate school operations, including calendar management, event planning, and transportation arrangements.

Operational Support:

- Assist with administrative tasks as directed by the Director of Communications & Operations.
- Contribute to the development and implementation of systems and procedures that ensure operational excellence across the school.
- Foster collaborative working relationships to support the school's operational functions.
- Support Health & Safety activities, including weekly fire drill testing.

General Duties:

- Attend events outside of school hours, such as Prom and Open Evenings, as required.
- Provide support to other members of the Sixth Form team (e.g., tutors) as needed.
- Participate in performance and development reviews, taking responsibility for identifying training and learning needs in collaboration with the line manager.
- Adhere to health and safety protocols related to the role.
- Ensure all duties are carried out in accordance with the School's Equal Opportunities Policy.
- Support the Governing Body's commitment to safeguarding and promoting the welfare of children and young people.
- Be flexible and perform additional tasks as directed by the Headteacher, within the scope of the role.
- Follow policies and procedures related to child protection, health, safety, security, and confidentiality, reporting concerns as needed.
- Contribute to the school's ethos and objectives, promoting core values: Ambition, Courage, Integrity, and Respect.
- Demonstrate a commitment to confidentiality, school values, and ethos in all interactions and responsibilities.

Other

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, 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.



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