



Job Description Student Support Officer (SSO)

Responsible to:

Attendance Manager

Overall Responsibilities:

The SSO is the 'face' of Pupil Reception and must be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. An Attachment and Trauma Informed approach is essential as you will be working with some of our most high-needs students, who require care, nurturing and support.

In addition, it is essential that the person for this role is organised, able to multi-task, work flexibly and have a 'can do' approach to work, as no two days are the same.

Main duties:

- Encourage positive behaviour and set high standards/expectations for all students
- Signing-in of pupils who are late to School or returning from appointments
- Signing-out of pupils who are going off-site for authorised reasons (and ensuring they are authorised)
- Promote a culture of high expectation around attendance and punctuality
- Work with the Attendance Manager (AM) and adopt a forensic approach to barriers to attendance
- Contacting home if a student requires collection e.g. because of illness
- Close liaison with Pastoral Managers (PMs) to support the needs of the individual child
- Being First Aid trained and administering basic first aid e.g. plasters
- Administering prescribed medications to students with Individual Healthcare and Care Plans (IHCP)
- Providing pastoral care to students especially those with social, emotional and mental health issues who often see Pupil Reception as a safe space
- Assisting the Designated Mental Health Lead (DMHL) with administration of counselling appointments – e.g. adding to CC and notifying Tutors/PMs
- Adding trips and off-site events attendance to CC registers
- Medication expiry – notifying parents when medication is due to expire and arranging replacements if required. Monitoring the expiry of school medicines (EpiPens/inhalers)
- Assisting the AM and relevant PM with the School nursing team and Intrahealth regarding onsite immunisations. Arranging schedules of appointments/logistics on the day. Coordinating permission forms etc.
- Assisting the AM with pupil register for fire drills
- Undertake routine administrative procedures
- Supporting the main School Office administration when required
- Deal with incidents as they arise
- Plus, any other reasonable request from your line manager (AM) or Senior Leader (SLT)

Note:

This Job Description is designed to outline the main duties and responsibilities associated with the post but are not intended to be an exhaustive list of all duties performed. It will be reviewed each year and it may be subject to modification or amendment at any time after consultation with the Post-Holder and Headteacher.

The responsibility for employees' health and safety does not rest entirely with the School and its management. The Post-Holder, irrespective of his / her position in the School, has a legal duty to comply with the law, to ensure that the workplace is safe for everyone.

Probationary Period

Your appointment is subject to a six-month probationary period. At the end of this period, provided your service has been satisfactory, your appointment will be confirmed. If your service is not satisfactory your employment may be terminated within the probationary period. The School requires one month's written notice to resign from the post.