

# MAGDALEN COLLEGE SCHOOL

***We are committed to the protection and safety of our students  
and expect all staff to share this commitment.***

## STUDENT SERVICES MANAGER Job Description

Post Title	Student Services Manager
Postholder	
Reporting to	School DSL
Hours of work	37 hours per week; 39 weeks per year
Specific responsibilities of the post	<ol style="list-style-type: none"> <li>1. To lead, manage and develop the pastoral support team which includes the school counsellor, pastoral support assistants and administration assistants</li> <li>2. To work closely with pastoral leaders and leadership group to remove barriers to students' learning and develop a positive learning experience for students</li> <li>3. To ensure that the team is aware of and constantly updated about child protection/safeguarding concerns and procedures and that appropriate actions take place</li> <li>4. To take a lead role in monitoring attendance and putting strategies in place to improve attendance for individuals or groups, especially for those at risk of persistent absenteeism</li> <li>5. To ensure that the student database is kept up to date with pastoral data and that student information is collated and available as and when needed by pastoral leaders</li> <li>6. To ensure that student incidents that occur around the school are investigated thoroughly by self or members of the team, or are referred to pastoral leaders and leadership group when appropriate</li> <li>7. To support the team in ensuring that parents are fully informed about pastoral issues or concerns</li> <li>8. To be proactive in ensuring that the team is providing support to students within the wider context of the school</li> <li>9. To ensure that parent's evenings and other events are prepared for and fully supported by the team including attendance where necessary</li> <li>10. To work closely with internal and external support agencies and teams to ensure that students, parents and staff have access to support and advice</li> <li>11. To attend supervision and training when required and develop knowledge and skills to fulfil the overall purpose and principles of the role</li> <li>12. To provide pastoral support for an identified year group</li> <li>13. To be First aid trained and ensure First Aid requirements are met</li> <li>14. To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs</li> <li>15. To conduct annual staff appraisals and reviews for all members of the team</li> <li>16. To ensure that confidentiality and professionalism is upheld by the team at all times</li> <li>17. To carry out any other duties which fall within the broad spirit, scope and purpose of this job description</li> <li>18. To take responsibility for child protection concerns, in accordance with the school's policy, as one of the school's deputy child protection leads.</li> <li>19. To work in close liaison with the Designated Safeguarding Lead.</li> </ol>
Responsibilities as a member of staff	<ol style="list-style-type: none"> <li>1. To ensure that the safety and welfare of all students is given priority at all times</li> <li>2. To support the ethos of the school at all times and demonstrate high standards of personal and professional conduct whilst at work and otherwise</li> <li>3. To ensure an appropriate individual response to whole school priorities</li> <li>4. To engage actively in the Performance Management Review Process</li> <li>5. To implement all school policies</li> <li>6. To attend all meetings as directed</li> </ol>

	7. To pay due regard to Health and Safety in respect of all members of the school community and report matters which compromise this, appropriately
Personal Qualities; the postholder is expected to be:	1. Committed to the principles of comprehensive education and equal opportunities and specifically to the ethos of Magdalen College School 2. Committed to ensuring the safety and welfare of all students at all times 3. Committed to team work within all aspects of the school 4. Proactive in terms of furthering their knowledge and skills 5. Punctual for all commitments 6. Professional in the way that they carry out all aspects of their role and in their relationships with all members of the school community.
	This job description reflects the principal accountabilities of the post holder and identifies the level of responsibility at which he/she will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews, and any consequential changes, will be carried out in consultation with the post holder.

Signed

.....Post holder

.....Line manager

.....Date