**Job Description**

**Job Title Reports To**

Student Services Manager School Head of school

**1. Job Purpose**

The Student Services Manager (Education) will ensure the requirements of students within the school are met and that standards of learning and care are adhered to. They will make an active contribution to the team, working closely with others to ensure the school day is managed effectively and maintain appropriate relationships with students, colleagues and internal and external stakeholders.

**2. Principal Responsibilities**

1. Oversee and manage the school day, responding to any matters that may arise during the day, this may include amending planned activities, staffing requirements, complaints etc.
2. Oversee and manage resources including the effective allocation of staff, school transport. Anticipate and identify daily staffing requirements and allocate staff accordingly liaising with support staff and residential managers.
3. Oversee and manage the allocation of staff as an impact of staff sickness and student absences.
4. Line manage assigned School learning support workers.
5. Oversee and manage home to school transport.
6. Oversee & manage the “daily bulletin” and “week ahead” communications and plans are updated in relation to absence, cover requirement and relevant daily changes.
7. Completion of SAN forms and dissemination of issues arising.
8. Oversee and manage the allocation of daily staffing levels including lunch allocation are safe and meet funding levels.
9. Oversee and manage the medication programmes of students in accordance with Medicine Management Policy and Standard Operating Procedures. Oversee the signing in and out and administration of student medication.
10. Oversee & manage the training of drivers and PRN trained staff are allocated to relevant sessions.
11. Oversee and manage issues arising that affect the infrastructure and environment.
12. To assist with the prevention and management of challenging behaviours in a non- confrontational, non-judgemental manner, using a consistent approach and following behavioural management guidelines.
13. To communicate and cascade company and student information timely and in an appropriate manner.
14. To ensure that the working environment is fit for purpose addressing issues that arise in relation to Health and safety and/or overall College/School presentation. Carry out Health & Safety investigations
15. To be responsible for school records, ensuring accurate, legible and complete records are kept for the school. (COSHH, Fire, etc.)

* To act as a role model, demonstrating high professional standards at all times.
* To promote a customer service focus in line with the company vision, mission and values.
* To respond to complaints in accordance with David Lewis policy.
* To be responsible for school records, ensuring accurate, legible and complete records are kept for the school students.
* To work within codes of confidentiality, and maintain a professional relationship with clients you support.
* To promote and support awareness of equal opportunities and to ensure that bullying, harassment and intimidation are not tolerated.
* In accordance with David Lewis policies, be familiar with and regularly refresh knowledge of the Aspects and Indicators of Abuse in relation to the protection and safeguarding of children/young people and vulnerable adults and to report all concerns, suspicions, allegations and incidents to the Lead Person without delay.
* To ensure that all health and safety responsibilities are discharged to protect the health and safety of self, employees and comply with best practice and legal requirements.
* To assist with any other Ad Hoc duties required as and when the business may require them.

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1. **PERFORMANCE MEASURES**

* Successfully assess, admit and support the management of students in the school
* Work independently to oversee and manage on a day to day basis the allocation of resources for the effective operation of the school.
* Line manager satisfaction with quality of work produced, competence level all measured by feedback, performance appraisal and going performance management.
* Quality of relationship with service users, families, staff and other professionals as measured by feedback and observation.
* Development of team’s skills that are measured by attainment of qualifications, enhanced competence and improved service delivery.

1. **KEY COMPETENCIES**

* Can lead from the front, have great attention to detail
* Ability to forward plan and organise resources and adapt plans in response to daily circumstances.
* Set and deliver high standards of performance and able to lead by example to motivate and empower others.
* Establish and communicate clear standards and expectations.
* Build trust, good morale and cooperation within the team.
* Is concise and persuasive orally and in writing.
* Listens to what is said and is sensitive to others reactions.
* Communicates effectively with the team, students, carers and families.
* Has empathy with students with learning disabilities.
* Understands the operation of the school and the impact of daily changes.
* Ability to work to tight deadlines and deliver work of a high standard on time.
* Confidential and diplomatic

1. **KNOWLEDGE, SKILLS AND EXPERIENCE**

* Level 5 – Management qualification desirable
* Experience of operating within a school or college environment (Desirable)
* Extensive experience of working with young people with learning difficulties and disabilities (Essential)
* Skilled in planning, prioritising, assigning and communicating tasks (Essential)
* Excellent operational, line and people management skills (Essential)
* Good communication skills and influencing skills both verbal and written (Essential)
* Ability to find effective solutions to complex operational issues (Essential)
* Understanding of regulatory framework for education and social care (Desirable)

**Disclosure and Barring Service (DBS) Checks**: This post, due to its nature, duties and responsibilities, will be subject to a check by the DBS. The level of check which will apply shall be an “Enhanced” level check. Information about this disclosure can be found at [www.gov.uk](http://www.gov.uk).

To prevent abuse and implement good practice David Lewis ensures that recruitment practices are robust and rigorous and that all staff employed have up to date and acceptable references, a full and complete employment history, an Enhanced DBS check and a check of the DBS barred lists.