



Role Description: Student Support Officer

Position Title	Student Support Officer
Responsible To	Deputy Principal / Deans / Business Manager
Responsible For	-
Functional Relationships with:	Principal, Senior Leadership Team, All school staff, parent community and external stakeholders.
Hours/ Days Employed:	32.5 hours per week, for term time and additional days at the start and end of term time as required (by negotiation). 08:30 am to 3:30 pm with 30 minutes for lunch
Functional Delegations (Limits to Authority):	-
Terms and Conditions:	The conditions of employment (including remuneration) are as stated in the Support Staff in Schools Collective Agreement dependent on experience

Key Performance Areas	Expected Outcomes and Performance Indicators
<p>Student Support Services</p> <p><i>To manage the student services hub</i></p>	<ul style="list-style-type: none"> ● Respond appropriately to student and parent request, determining the level of need and the required service e.g. Nurse, Guidance Counsellor ● Liaise with Deans' /Deputy Principals' /Counsellor/Nurse as required in regard to students welfare ● Ensure that any concerns regarding students are passed on to the Deans' and/or Deputy Principals'. ● Attendance procedures: <ul style="list-style-type: none"> - Issue late passes to students and enter data onto SMS (KAMAR) - Manage absence notes from kaitiaki and enter details as required. - Provide 'request for leave' forms as requested and pass onto attendance officer. - Issue exit passes as required. - Liaise with Deans' /Deputy Principals' regarding exit passes - Enter any attendance information into SMS in an accurate manner. - Relief teacher attendance rolls entered ● Maintain and manage lost/found property. <ul style="list-style-type: none"> - Receive lost property from students and return any named items to students. - Manage lost property articles. - Advertise lost property in newsletters and notices. - Keep lost property tidy.



	<ul style="list-style-type: none"> ● Manager school uniform loan items <ul style="list-style-type: none"> - Lend and record emergency uniform items clothing to students as necessary. - Make recommendations to supply/purchase items. ● In the instances on continual incorrect student uniform, contact and inform parents/caregivers. If continued contact SLT or ask for assistance through appropriate financial support channels. ● Manage confiscated non-uniform clothing/jewellery/cell-phones, etc. ● Purchase students uniform and/or stationery requirement generated from Student Support Trust applications. ● Maintain and issue school blazers to student leaders, and to other students when required for special school events. ● Co-ordinate printing and return of student leaver forms (on request from parents, Deans'/Deputy Principals'. Notify Deans'/Deputy Principals' of requests. ● Update student contact details, etc on SMS. ● Hold a current first aid certificate and assist with first aid needs as required. ● Manage student runners as required. ● Organise student guides as required in liaison with Deputy Principal in charge.
<p>Student Health</p> <p><i>Be the immediate first aid responder and manage the facilities to support this</i></p>	<ul style="list-style-type: none"> ● Hold a current first aid certificate and assist with first aid needs as required. ● Maintain sick bay rooms to a hygienic standard. Arrange drop-off/pick-up of all sick students. ● Monitor and maintain all First Aid Kits, order if necessary, any first aid supplies. ● Identify all students on school roll who have a medical concern. Inform appropriate staff. ● Record all sick bay entries (hard copy and KAMAR). ● Administer prescribed medication to students. Maintain medical register. ● Attend to students' wellbeing and if necessary, escort to A & E, Doctors/Dentist. Contact caregivers at earliest convenience. Record all incidences on KAMAR. ● Maintain register of First Aid certificates of staff.
<p>Deans' / Deputy Principal support</p> <p>To maintain accurate records of students</p>	<ul style="list-style-type: none"> ● Administrative assistance to Deans'/Deputy Principals' as required. ● Follow up on students who have not attended consequences – refer students to Dean(s) and/or Deputy Principal as required. ● Monitor and collate daily reports for students. ● Liaise with Deans'/Deputy Principals' with the following up of student issues.



<p>Student Enrolment</p> <p><i>Ensure that enrolment procedures are completed efficiently</i></p>	<ul style="list-style-type: none"> • Processing of Enrolments <ul style="list-style-type: none"> - Enter enrolment data on SMS to ensure accurate and up-to-date data is maintained on KAMAR. - Check enrolment forms for accuracy and completion. - Enter student subjects for new students as required to complete timetable. • ENROL database processing for enrolments. • Scan enrolment information and ensure that it is completely available on KAMAR (enrolment attachments). • Ensure student files are maintained in a secure organised manner after scanning. • Organise enrolment evenings in liaison with Deputy Principal in charge of enrolments. • Co-ordinate enrolment appointment times with Deans and SLT as required. • Ensure enrolment packs are available. • Update enrolment pack information annually. • Ensure accurate enrolment information is available for website. • Ensure appropriate staff are consulted regarding contents of enrolment packs in a timely manner. • Process / Co-ordinate ID cards.
<p>Attendance Support</p> <p><i>Support and/or back up to the Attendance Officer</i></p>	<ul style="list-style-type: none"> • Have a knowledge and understanding of Attendance Officer duties. • Assist and cover for Attendance Officer / SMS Administrator as required. • Manage the daily schedules of tasks <ul style="list-style-type: none"> - Clean all attendance messages and enter data on SMS - Send early notification texts by interval each day and enter responses on SMS. - Enter appropriate attendance code for students' activities (EOTC, in-school activities, leave, itinerant music, etc). - Print and distribute weekly attendance reports for Deans, etc. - Ensure that any concerns regarding students' attendance are referred to the Dean(s).
<p>Administration</p> <p><i>General duties to ensure the smooth operation of school activities and business</i></p>	<ul style="list-style-type: none"> • Administrative assistance to guidance counsellor and nurse as required. • Assist with updating of address and contact details on SMS. • Manage annual Awards Ceremony academic gown hire, including the teacher qualification information is accurate (DAMAR, Excel, etc). • Manage annual Prizegiving Ceremony academic gown hire, including ensuring the teacher qualification information is accurate (KAMAR). • Back-up for front receptionist when necessary: morning and lunch break, periods of leave, etc. <ul style="list-style-type: none"> - Answer phones for step down calls - Greet visitors when receptionist is not available - Know and understand receptionist position to be able to cover when receptionist is absent.



General

Expectations of all staff

- Confidentiality is always respected and maintained.
- Support the Vision, Mission and Values of Thames High School and adhere to its Procedures and Policies and [Kaimahi / Staff Code of Conduct](#)
- High standards of professional behaviour are always displayed when representing Thames High School.
- Positive professional relationships are maintained with all staff members at Thames High School.
- Other duties as requested are undertaken.

