



Job Description – Student Services Officer

CLASSIFICATION: Administrative and Technical Officers Level 3

RESPONSIBLE TO: Business Manager

ROLE:

The Student Services Officer supports the College's Heads of Schools (Primary and Secondary), to ensure that student and family records are maintained, including daily attendance rolls, absentee management/recording (including bus and study cafe) and providing our students with any First Aid treatment required.

RESPONSIBILITIES:

- Management of attendance rolls, daily absentees, including absentee recording and communication to parents regarding Bus Rolls and Study Cafe SMS messages
- Ensure all students are accounted for during the school day and follow up on any discrepancies
- Assist with Attendance for Lockdown and Evacuation drills
- Complete the Student Services Section of Student Accident Reports when an incident has happened, or a child needs to be seen by a Doctor/Ambulance during school time.
- Point of call for Medical and First Aid situations, including the need for an Ambulance
- Maintain student records pertaining to medical and contact information, confirming parent updates on TASS and Scanning of Medical Certificates
- Follow-up with teachers any unfinished rolls
- Ensure student information databases, records and other information systems are accurate and up to date
- Update and maintain Medical Booklet, including preparation for School Bus Runs, Excursions, Incursions and School Camps
- Maintain First Aid Supplies and Kits for School Buses, Classrooms, Duty Teachers and Excursions/Incursions/Camps
- Liaise with the Registrar on matters concerning student withdrawals, arrivals, and any court or DCP related information
- Manage the Sick Bay, administer First Aid and communicate with parents when students are ill

- Administer medication in consultation with parents
- Monitor school Calendar for class events/excursions and entering into TASS attendance
- Professional telephone answering etiquette
- Provide administration support as required
- Ensure effective working relationships are maintained with staff, parents and students
- Maintain professional development in relation to administrative and medical duties
- Managing of Lost property room, clearing out of unclaimed item, returning items to students or Form teachers, no name uniforms to the uniform shop, books returned to the library etc
- Overseeing quiet rooms
- Supporting Uniform Shop, Canteen and other support staff with student management and delivering orders
- Ensure compliance with all medical information and action plans. including updating databases with expiry dates, follow-up with parents/teachers