



The Sacred Heart Language College Job Description

Post	Student Services Administrator
Responsible to:	Deputy Headteacher – Pastoral
Purpose	To work in the Student Services office assisting with all aspects of student administration, safeguarding and welfare.
Salary	College Salary Scale G06, point 21
Version	September 2025

Responsibilities of a Student Services Administrator:

- Working in Student Services, assisting with all aspects of student administration and welfare.
- Dealing with enquiries in a professional manner and respecting confidential information relating to staff, pupils and families.
- Providing First Aid to both staff and students as required.
- Liaising with parents and outside agencies to support pupils' needs (social workers/counsellor, school nursing team)
- Excellent typing and I.T. skills are essential for the maintenance of accurate pupil and pastoral records.
- An excellent telephone manner and a good working knowledge of Microsoft Office
- A calm manner and an ability to deal with all situations

Tasks, Duties & Responsibilities
Provide support for students / staff welfare
Level 3 Safeguarding Qualification to support the Designated Safeguarding Lead
First Aid: Ensuring First Aid administration, medication, care plans, allergies and incidents are recorded on the database system.
Monitor and re-stock first aid supplies.
Co-ordinate the Immunisation Programme throughout the year with the school nursing team.
Liaise with parents, social workers, counsellors, school nursing team and other outside agencies when appropriate
Monitor attendance, absence and punctuality, reporting any concerns to the Heads of Year and pastoral team
Accurate processing of all documents to ensure the maintenance of pupil and pastoral records
Provide admin support to the pastoral/safeguarding team
Appreciate and support the role of other professionals
Attend and participate in relevant meetings as required, including attending department meetings
Carry out administrative tasks as requested by senior staff/pastoral/admin team
Undertake annual safeguarding and child protection training including familiarisation with national policy updates to Keeping Children Safe in Education



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Person Specification

The following outlines the criteria for this post. There will be an initial training period to ensure the successful applicant is able to meet the key requirements of the role.

The successful candidate will be employed by the Governors of The Sacred Heart Language College. The skills, qualities and attributes required of this person are:

- willingness to uphold the values and Catholic ethos of the College
- GCSE Grade C or above in English & Maths
- flexibility, patience, sense of humour
- resilience and good work ethic
- strong ICT skills
- ability to organise and manage own workload and to work as part of a team.
- ability to build effective and supportive relationships with pupils and colleagues
- excellent communication skills, both orally and in writing
- ability to use initiative, think creatively and find solutions to problems
- good interpersonal skills, with particular reference to working with young people
- ability to work as a member of a team, with a flexible and adaptable attitude and the capacity to multi-task
- willingness to support the pastoral needs of students working with Heads of Year and Designated Safeguarding Lead
- willingness to undertake training as required
- previous experience of working in education would be an advantage but is not essential as training will be provided