



South Bank
University Academy

Part of **LSBU** | GROUP

Student Concierge Officer

Recruitment Pack

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Principal's Welcome



Dear Applicant,

Thank you for taking the time to find out more about this opportunity to work with us at the South Bank University Academy. This recruitment pack gives you information about the role and the school, which will help you in completing an application.

South Bank University Academy is a happy school with high standards of behaviour, where students feel safe and secure. Our teachers build strong relationships with every student, they nurture their personal growth and, through carefully designed experiences, support them to: become the changemakers in their world; live a good life; and improve the lives of others.

Everything we do is true to our values of social justice, endeavour, kindness and empathy, and community. Our vision and these values are bold and distinctive. They are about much more than examination results and they are tangible to all those who visit and work here. We are determined to achieve this vision and we expect our staff to embody these values every day in their interactions with students and in contributing to the wider school community.

We have thought hard about what we need to teach and how we need to teach it. Through our curriculum, students explore a rich body of knowledge across a broad range of subjects. We supplement this with an extensive enrichment curriculum of contextualised projects, educational visits, lectures, community work and a range of additional clubs and societies.

We invest heavily in ensuring that teachers can teach without disruption. Therefore, walking around the school you will see lessons happening in calm and purposeful learning environments.

We recognise that each subject has a unique pedagogical approach which is closely tied to the curriculum that is created for students. Therefore, we never prescribe particular methods of teaching. We are a learning organisation and so regularly reflect on our practice through structured training sessions as well as our Professional Learning Community where you will direct your own development.



John Taylor
Principal

Role Details

Reward:	South Bank Academies support staff SUP10-SUP14, (£24,201 - £27,464 full time) pro rata to £23,080 - £26,192 per annum actual salary Local Government Pension Scheme, perks and benefits package, employee assistance programme, cycle to work scheme, Specsavers eyecare scheme, free lunch (when community dining)
Accountable to:	Head of Student Services
Locations:	South Bank University Academy, Trafalgar Street, Walworth, London SE17 2TP
Contract term:	Permanent
Working pattern:	40 hours per week, 39 weeks per year
Job start:	ASAP
Deadline:	9.00 am, Wednesday 16 th March 2022
Shortlisting:	Wednesday 16 th March 2022
Interviews:	Week commencing Monday 21 st March 2022

Advert

We are seeking to appoint a committed and student-centred individual to this exciting, brand new role for South Bank University Academy. This is an excellent opportunity allowing you to be at the heart of shaping the future success of the school.

South Bank University Academy is a mixed 11 - 18 school located in the heart of London. The school opened in September 2014 and is sponsored by London South Bank University. The school is part of the South Bank Academies Trust.

Our school is a safe haven where every child enjoys their own journey of discovery, creativity and imagination and develops a love for their learning. The students leave our school not just with qualifications showing their academic success, but also with the capacity to think clearly and deeply, a desire to act with integrity and to show kindness and empathy to others, and with the character and experience they need to thrive in the world.

We are looking to appoint someone who:

- has a passion for working with young people and the impact this can have on their lives.
- has a range of high quality organisational skills and a commitment to continually strive to improve and develop these skills.
- has imagination and is able to take the initiative in developing ideas.
- has highly developed inter-personal skills who can develop and maintain effective working relationships with staff, students and parents.

Job Description

Core purpose

To play a key role within the student services team by taking responsibility for the student concierge desk, in person, providing a student centric service by dealing with day to day queries and requests from students. Additionally, by coordinating all student health care plans and the safe storage of student medication, providing medication to students as prescribed and gathering student medication for school trips.

Key responsibilities

Student Concierge

- To act as the first point of contact for students, dealing with them in a warm, polite and friendly manner, dealing with any queries.
- Liaise with a variety of staff and students in the school, and external stakeholders including agencies/parents/carers, to ensure student queries are dealt with effectively, taking responsibility and ownership for these queries and completing/following up accordingly.
- Provide students with replacement planners, on request and liaising with them on any timetable issues or requests, printing replacements where required.
- Be the first point of contact for any queries regarding catering passes, liaising with the administration team to arrange new ones, and then gathering and providing the passes directly to students.
- Be the first point of contact for any queries regarding laptop issues, liaising with the IT team for repairs, and then gathering and returning the laptops to students.
- Be the first point of contact for administering first aid to students, liaising with appropriate staff/parents regarding any child who is sick, injured or unwell and needs sending home, seeking permission from the appropriate student services leader accordingly.
- Distribute locker keys to students, being first port of call regarding any locker issues, liaising with facilities team for any damage/breakages, and providing replacement keys for any lost keys.
- Support the student services team by keeping high vis jackets and radios in a secure area, charging radios when not being used and troubleshooting any radio issues, liaising with appropriate technical services where required.
- Coordinate the holding and return of confiscated items, keeping items in a secure area, signing items in and out accordingly.
- Support the student services team by administering and distributing the daily detention list.
- Take responsibility for liaising with the front desk by passing on information about students, particularly in relation to after school enquiries from parents seeking information about the whereabouts of their child, ie. clubs, detentions and fixtures/events.
- Monitor the student concierge email regularly throughout the day, taking responsibility for ensuring emails are dealt with in an appropriate and timely fashion.
- Maintain a tidy and clean concierge area, which is compliant with health and safety requirements.
- Maintain stocks and supplies of stationery and other items for own area.

Health Care Plans and Medical

- Administer all information related to student health care plans, including linking and recording information in SIMS, and storing medication in a secure location.
- Regularly check through medication to identify expiry dates, informing parents/carers when replacement medication is required.
- Take responsibility for safe storage of student medication, associated parental permission paperwork, and dispensing of medication to students. Ensure this is a fit for purpose system and send messages home to parents when medication runs out.
- Coordinate the collation of medication for students going out on trips, providing trip leader with medication and instructions for all students.

The postholder will be expected to comply with any reasonable request from a manager (not specified within this job description) to undertake work which is commensurate with the level/salary of this role.

Following consultation with you, this job description may be changed by management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ▪ GCSE English and Mathematics, grade C or above or level 3 or above vocational qualification. <p><i>(Note, please contact us if you are unsure if your qualification is equivalent – we will for example accept degree related qualifications instead).</i></p>	<ul style="list-style-type: none"> ▪ Bachelors degree or vocational qualification, level 5 or above.
Experience	<ul style="list-style-type: none"> ▪ Previous experience in a student facing role. 	
Skills, Knowledge and Abilities	<ul style="list-style-type: none"> ▪ Excellent word processing skills. ▪ Experience of data entry. ▪ Ability to work individually and autonomously. ▪ Ability to work collaboratively and productively with others. ▪ Excellent interpersonal skills with the ability to build and maintain productive working relationships, particularly with young people. ▪ Excellent organisation skills. ▪ Ability to demonstrate attention to detail. ▪ Ability to manage own workload and prioritise tasks to meet deadlines, whilst under pressure. ▪ An understanding of health and safety requirements within a professional working environment. ▪ An understanding of and a commitment to equal opportunities. ▪ An understanding of safeguarding and its importance within schools. 	<ul style="list-style-type: none"> ▪ Working knowledge of SIMS.
Personal qualities	<ul style="list-style-type: none"> ▪ Presentable, reliable and punctual with a committed approach, willing to go the 'extra mile'. ▪ Warm, friendly and people-centric. ▪ Ability to enthuse and inspire others, acting as a positive role model. ▪ Seeking a role where you can make a big impact, with the ability to shape the direction of the department. ▪ Flexibility around key periods. 	

Information for Applicants

Disclosure

This position is exempt from the Rehabilitation of Offenders Act (1974). As such, shortlisted candidates will be required to declare full details of any criminal background, regardless of whether the conviction is spent, and the UTC will be required to apply for an enhanced disclosure (a criminal records check) from the Disclosure and Barring Service for the successful candidate.

A criminal record will only be taken into account for recruitment purposes where the conviction is relevant to the position being applied for and, if this is the case, will not necessarily bar candidates from employment. Any decision will depend on the precise nature of the work, the circumstances and background to the offence(s). The same procedure will be followed for staff applying internally.

Further information about the Disclosure scheme can be found at: www.gov.uk/db . Copies of the DBS's Code of Practice for posts requiring disclosure is available on request.

Safeguarding recruitment statement

We are committed to safeguarding and promoting the welfare of children and young people and we expect all staff to share this commitment. All appointments will be made subject to an enhanced Disclosure and Barring Service (DBS) clearance. Please note, we retain a file copy of an employee's DBS certificate for the duration of their employment.

Equal opportunities

We recognise that equality of opportunity and the recognition and promotion of diversity are integral to its strengths. The following principles apply in respect of our commitment to equality and diversity: To provide and promote equality of opportunity in all areas of our work and activity; To recognise and develop the diversity of skills and talent within our current and potential community; To ensure all school members and prospective members are treated solely on the basis of their merits, abilities and potential without receiving any unjustified discrimination or unfavourable treatment on grounds such as age, disability, marital status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, trans status, socio-economic status or any other irrelevant distinction; To provide and promote a positive working, learning, and social environment which is free from prejudice, discrimination and any forms of harassment, bullying or victimisation; To promote good relations between individuals from different groups.

Applicants with disabilities

We encourage applications from individuals with a disability who are able to carry out the duties of the post. If you have special needs in relation to your application please contact us.

Response

We very much regret, due to limited resources and large numbers of applications, we are only able to inform shortlisted candidates of the outcome of their application. If you do not hear from us within four weeks of the closing date, please assume you have been unsuccessful on this occasion. We would like to assure you that every application is considered in detail and a shortlist drawn up after careful reference to the person specification. If, therefore, your application is not successful we hope you will not be discouraged and will apply for other suitable vacancies at South Bank Academies in the future.

Queries or complaints

Any queries about the role, or complaints about the recruitment and selection process, may be directed to Jacqui Collins, Trust HR Manager Jacqui.collins@sbatrust.co.uk

How to Apply

Please complete the application form either on the third party site you visited (ie. Tes/Guardian – Tes is preferred) or our own website, including a supporting statement outlining your suitability for the role. CVs will not be accepted as a substitute for the application form, as we must adhere to safer recruitment guidance.

Once complete, either upload your application to the third party site or, if completing our own application form, email natasha.padmore@sbatrust.co.uk