

## **Job Description**

<b>DIRECTORATE:</b>	Education & Family Support
<b>DEPARTMENT:</b>	Business Strategy & Performance
<b>POST:</b>	Senior Pupil Services Officer
<b>GRADE OF POST:</b>	GR10
<b>RESPONSIBLE TO:</b>	Principal Officer – Business Strategy & Performance

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### **JOB PURPOSE:**

To act as a central point of contact for learners and parents, head teachers and governing bodies, other agencies and professionals, providing advice and guidance, support and information on all areas of Pupil Services functions.

The post holder will ensure the effective and efficient implementation of the operational processes relevant to the Pupil Services functions, in accordance with the relevant legislation, local requirements, policies and procedures.

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### **PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:**

- Support the Principal Officer, Business Strategy and Performance in the statutory school admissions process, providing advice, guidance and support to parents, schools and governing bodies in relation to school admissions and pupil support.
- To undertake line management responsibilities for the Pupil Support Officers.
- Prepare material for independent admission appeal hearings and attend as the local authority representative at these hearings where required.
- Provide advice, guidance and support to schools and governing bodies on the school complaints process.
- Provide advice and guidance to schools on the arrangements required for parent governor elections and to make necessary arrangements to facilitate parent governor ballots.
- Act as the nominated officer to attend local and national meetings regarding issues across areas of Learner Support Services (i.e. ADEW Governance, All Wales Admissions Officer Group).
- Co-ordinate the child employment and licensing, and discretionary home-to-school/college transport requests.
- Monitor the quality and effectiveness of all processes and outputs, including information capture and performance data collation, and make recommendations for improvement on an individual case or generic basis, as may be appropriate.
- Such other work which may from time to time be allocated of a similar nature and level of responsibility.

## **GENERAL DUTIES**

### **Health and Safety**

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

### **Equal Opportunities**

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

### **Safeguarding**

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

### **Review and Right to Vary**

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.



Attributes	Requirements	Essential	Method of Evaluation/ Testing
	<ul style="list-style-type: none"> <li>• Strong organisational and planning skills to respond to unforeseen demand.</li> <li>• Demonstrable competence with a range of Microsoft Office products.</li> <li>• Resilience and diplomacy under pressure.</li> <li>• Flexibility and adaptability in a rapidly changing environment.</li> <li>• Ability to take and exercise initiative.</li> <li>• Ability to develop and maintain positive working relationships with a wide range of internal and external stakeholders.</li> <li>• Full driving licence and access to a car with business use insurance.</li> <li>• The ability to communicate through the medium of Welsh.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	