



## Pupil Services/Concierge

Pupil Services is a key position within the pastoral team at Scarisbrick Hall. The role serves as the first point of contact for pupils and parents seeking support with a range of day-to-day issues, ensuring that students' practical and well-being needs are met effectively and efficiently. The role combines administrative, well-being, and customer service duties, requiring a proactive, caring, and organised individual who can maintain a positive and supportive school environment.

This position requires someone who can manage pupil services such as lost property, help students with organisational issues, and provide first aid, all while maintaining an approachable and empathetic manner to support the overall well-being of the school community.

Scarisbrick Hall School is proud to have a reputation for high academic standards and staff who will go 'above and beyond' to secure the best possible outcomes for all students. The school is set in the beautiful setting of Scarisbrick Hall Park including woodland, lake and attractive surroundings. Scarisbrick Hall School is a member of the Independent Schools Association.

We are committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening, including checks with past employers and them Disclosure & Barring Service. A full employment history is required for all applicants. The school will conduct this check.

### The Package

**Position:** Pupil Services Concierge

**Location:** Scarisbrick Hall School

**Reports To:** Office Manager

**Working Hours:** 40 hours per week 8:30am – 5:30pm, **Term time only.**

**Salary:** £28,142 pro rata (£22,513 actual)

## Main Duties and Responsibilities

### **Concierge & Administration Support:**

- Act as the first point of contact for pupils, parents, and staff regarding day-to-day concerns or requests.
- Provide a "concierge" style service for pupils, offering advice, support, and guidance on a range of issues, from personal well-being to academic organisation.
- Support pupils with issues such as lost property, timetable queries, and assistance with personal belongings.
- Liaise with parents regarding pupil well-being, academic progress, and any non-urgent matters.
- Run an efficient and informative ticket system for updating enquiries relating to pupil services.
- Provide excellent customer service.
- Cover reception desk during sections of the day.
- Complete administration tasks as set out by the Office Manager including registration completion.

### **Well-Being & Pastoral Support:**

- Support the development and implementation of initiatives that promote pupil well-being and positive school culture.
- Provide and support for pupils experiencing emotional or personal difficulties.
- Communicate effectively with the school pastoral team.

### **First Aid & Health Management:**

- Administer first aid to pupils and staff as needed, ensuring that accurate records are maintained.
- Manage health-related incidents and provide appropriate care or escalate issues to medical professionals when necessary.
- Monitor and track medical conditions or medications for pupils, ensuring that any health requirements are met.
- Monitor and update pupil health records, ensuring that first aid requirements are met and that necessary paperwork is completed.

### **Communication:**

- Communicate effectively with both parents and staff regarding pupil well-being and support.
- Provide updates to parents on any issues, concerns, or incidents related to their child's daily school life.

## Key Skills & Experience:

### Experience:

- Previous experience in a similar role within a school or educational setting is preferred (e.g., school administrator, pastoral care assistant, or welfare officer).
- Knowledge of first aid and child safeguarding procedures is essential.
- Experience working with children and young people, particularly in a support capacity.

### Skills:

- Excellent interpersonal and communication skills, with the ability to engage positively with students, staff, and parents.
- Strong organisational skills with the ability to manage multiple tasks and prioritise effectively.
- Ability to remain calm under pressure and handle sensitive situations with discretion and empathy.
- Good administrative and IT skills, including familiarity with school management systems and Microsoft Office Suite.
- Personal Attributes:
- Empathetic, caring, and approachable, with a genuine interest in student welfare and well-being.
- Proactive, resourceful, and able to anticipate pupil and parent needs.
- Strong problem-solving skills, with a practical and solution-focused approach to challenges.
- Ability to work independently and as part of a team, contributing to a positive and collaborative school culture.

### Qualifications:

- A relevant qualification in childcare, education, or health and well-being is desirable but not essential.
- A current First Aid qualification (or the willingness to obtain one) is required.

### Pre-employment checks:

Scarisbrick Hall School is committed to safeguarding and promoting the welfare of children and young people. All applicants must be willing to undergo appropriate safeguarding checks, including references and Disclosure and Barring Service (DBS) clearance.

If you are looking for a role where your contribution is valued, within a friendly team and a well-structured working environment, we would very much encourage you to apply and look forward to hearing from you.

### How to apply:

To apply for this vacancy, please send your CV to:  
[recruitment@scarisbrickhallschool.co.uk](mailto:recruitment@scarisbrickhallschool.co.uk)

If you require any further information, please contact our Housekeeper Manager on 01704 841151