**Student Support Manager**

**The Hastings Academy**

An exciting opportunity has arisen at The Hastings Academy to recruit a Student Support Manager.

The main purpose of the role is to support the Head of School in raising standards of attainment within the Academy. Provide support, care and guidance for students within the academy. Work proactively in liaising with parents and staff in supporting students’ learning and progress. To implement academy policies and processes in reinforcing Academy values and ethos.

The Academy's motto, PRIDE Through Success, stands for Potential, Respect, Innovation, Determination and Excellence and this applies equally to all of the Academy's staff as well as to its students.

Here at The Hastings Academy we take great PRIDE in investing in all of our staff through a variety of professional development programmes that aim to provide a culture of lifelong learning, continuity and succession planning.

If you want to be part of our journey and make a significant difference to the lives of our young people then we would like to hear from you.

To arrange a visit to the academy or to have an informal discussion then please contact the HR Department on 01424 711925.

Closing date: Friday 2nd December 2016

**JOB DESCRIPTION**

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| **JOB TITLE** | Student Support Manager |
| **EMPLOYER** | Hastings Academies Trust |
| **LOCATION (Academy)** | The Hastings Academy |
| **SALARY** | Single Status Grade 5 points 11 to 13£16,875 TO £17,891 per annum, pro rota |
| **RESPONSIBLE TO** | Head of School |
| **RESPONSIBLE FOR** | N/A |
| **MAIN PURPOSE OF THE JOB** | Support the Head of School in raising standards of attainment within the academy      Provide support, care and guidance for students within the academy      Work proactively in liaising with parents and staff in supporting students’ learning and progress      To implement academy policies and processes in reinforcing academy value and ethos |
| **MAIN TASKS / KEY RESPONSIBILITIES** |
| **1** | To communicate effectively with staff, providing relevant information relating to students within the academy |
| **2** | To monitor an effective tutoring / mentoring programme |
| **3** | To monitor attendance and work proactively with the Admissions and Attendance Manager to implement strategies to raise attendance and improve punctuality |
| **4** | Co-ordinate the procedures for admissions and leavers within the academy |
| **5** | Initiate and monitor intervention strategies to promote positive behaviour and academic progress |
| **6** | To support the climate for learning through effective management of day to day operations |
| **7** | To co-ordinate the rewards systems within the academy |
| **8** | To provide administrative support relating to all academy mattersfeedback on the effectiveness of the behaviour strategies adopted |
| **9** | To liaise with external agencies as appropriate |
| **10** | To carry out all activities in such a manner that data protection requirements are met and are in line with the Academy’s policies for Health and Safety, and Equal Opportunities |
| **11** | To participate in professional development activities and performance management activities as required. |
| **12** | To undertake other reasonable duties as directed by your line manager  |
| This Job Description is correct at the time of print and gives the main responsibilities and tasks of the role. These may however be changed or added to as appropriate. |
| There may also be the need for staff to undertake additional duties from time to time, appropriate to the level of the post. Should these additional tasks become a frequent part of the role, the job description will be revised through consultation with the post holder. |
| **Date: August 2015** |
| **Additional Information** |
| * All Support Staff posts within the Academy are subject to a one year probationary period
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| * This post is subject to a Disclosure and Barring Service (DBS) check
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| * This post is exempt from the Rehabilitation of Offenders Act (1974) – applicants must be prepared to disclose all criminal convictions and cautions including those that would otherwise be spent under the Act.
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| **The Hastings Academies Trust is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.** |

**PERSON SPECIFICATION**

**EDUCATION AND QUALIFICATIONS**

1.1 Good general education including literacy and numeracy skills

**KNOWLEDGE AND EXPERIENCE**

2.1 Good understanding of the learning and support needs of young people

2.2 Good knowledge and understanding of working practices in a Academy / school or similar environment

2.3 Good working knowledge of ICT and its application in a Academy / school setting

2.4 Experience of working in a school setting in a learning support capacity

2.5 Experience of working closely with students, parents/carers and teaching and support staff in a learning environment

2.6 Experience of dealing with demanding issues in challenging circumstances

**KEY SKILLS AND ABILITIES**

3.1 Ability to prioritise, plan and organise work priorities

3.2 Ability to take responsibility and work on own initiative with appropriate guidance

3.3 Ability to form good working relationships with students, parents/carers and other members of staff

3.4 Good listening skills and ability to empathise particularly with students

3.5 Good communication skills, both oral and written, with ability to explain issues, answer questions and respond appropriately, particularly to students and parents

3.6 Ability to be discreet, discerning and maintain confidentiality; awareness of data protection issues

**PERSONAL ATTRIBUTES**

4.1 Commitment to the aims of the academies working together as a federation

4.2 Assertive, able to command confidence and respect among students

4.3 Self-motivated with drive, initiative and high degree of pro-activity

4.4 Sense of humour and equable temperament with ability to remain calm and confident in challenging circumstances

4.5 Commitment to working as a positive and constructive team member

4.6 Commitment to Equal Opportunities