

**JOB DESCRIPTION
STUDENT SUPPORT OFFICER**

POST HOLDER

DEPARTMENT Bournville – Pastoral Team Secondary

RESPONSIBLE TO Assistant Head of Academy

LINE MANAGEMENT OF N/A

SALARY FMAT SC5

WORKING HOURS 37 hours per week (no TOIL) with a half hour unpaid lunch break

WORKING PATTERN Monday to Thursday 08:00 – 16:00, Friday 08:00 – 15:30

Holiday Entitlement A paid entitlement of 25 days' annual leave and 8 statutory holidays pro rata

JOB PURPOSE

The Student Support Officer will look after the well-being of students in a given year group/s as part of the academy's pastoral team. The post holder will work alongside Heads of Year, other members of the Pastoral Team, parents/carers and other agencies to secure good outcomes for all students. They will implement school policies on discipline and behaviour in relation to these students and contribute to raising the attainment of students through promoting an ethos of high expectation. In addition, they will actively promote the academy's values and assist teaching staff in narrowing the gap between disadvantaged and other children.

This job description lists the major duties and requirements of the job and is not all-inclusive. The post holder may be expected to perform other duties under the direction of the Head of Academy than those contained in this document and may be required to have specific job-related knowledge and skills. The allocation of duties is provisional and is subject to regular review.

MAIN DUTIES AND REQUIREMENTS SPECIFIC TO THIS POST

1. Challenge and motivate students, promoting and reinforcing self-esteem.
2. Promote the Trust's ethos and culture of high expectations in and around the academy buildings, site and in lessons.
3. Provide support and advice to students in line with promoting their social care and personal development with respect to learning and health and safety; provide also general student support, e.g. lost items, upsets etc.

4. Reward students for positive behaviours and high standards using the academy system.
5. Assist as necessary in meetings with students and communication with parents.
6. Be the first point of contact for parents/carers being responsible for and dealing with issues when appropriate and referring to other staff for action when necessary.
7. Ensure contact is made with parents/carers whenever incidents are dealt with, e.g. bullying, racial incidents etc., and produce appropriate records.
8. Liaise and consult with senior leaders and the pastoral team in relation to the Behaviour Policy and its implementation and contribute to pastoral support plans.
9. Effectively communicate with relevant colleagues through meetings and e-mails keeping them informed of issues relating to students and seek reports on student progress from staff.
10. Respond to and take the necessary steps to resolve relationship issues between students.
11. Conduct investigations of student incidents and report back findings to the relevant senior leaders and complete accurate records.
12. Liaise under the direction of senior leaders with staff over students' behaviour and progress.
13. Monitor attendance at detention.
14. Work with the senior leader 'On-Call' to resolve any serious breaches in the Behaviour Policy during lesson time and social time.
15. Be aware of the academy 'hot spots' and cover needs each day in order to provide support in these areas whilst on duty.
16. Issue, collect and follow up target cards for identified students.
17. Coordinate work for students that are excluded or off sick.
18. Provide cover in lessons when a teacher is absent as necessary.
19. Be a nominated First Aider.

GENERAL

1. Promote and safeguard the welfare of students you come into contact with.
2. Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
3. Be aware of and adhere to all Trust and Academy level policies and procedures and comply with their contents; raising any concerns in a timely manner.
4. Be aware of, support and ensure equal opportunities for all.
5. Contribute to the overall ethos/work/aims of the Trust.
6. Appreciate and support the role of other professionals.
7. Attend and participate in relevant meetings as required.
8. Participate in training, other learning activities and performance development as required.
9. Engage actively in the performance review process.
10. To perform any other such duties as the Head of Academy may from time to time determine.

NAME: _____

SIGNED: _____

DATED: _____

**PERSON SPECIFICATION
STUDENT SUPPORT OFFICER**

The person specification outlines the main attributes needed to adequately perform the post specified. It is intended to give prospective candidates a better understanding of the post's requirements. It will be used as part of the recruitment process in identifying and shortlisting candidates.

Fairfax Multi-Academy Trust (FMAT) is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. An Enhanced DBS check is required for the successful applicant.

Experience/knowledge/qualifications	Essential	Desirable
Educated to GCSE level A* - C or equivalent in English and maths	✓	
Experience of dealing with parents/carers, professionals and students	✓	
Competent user of IT systems such as MS Word, Excel, PowerPoint, Outlook and e-mail	✓	
Recent experience in an administrative role	✓	
Proficient in presenting and analysing data for a variety of audiences	✓	
Experience in using database applications	✓	
Previous experience in working in a school in a similar role		✓
Previous experience in using SIMS		✓
Personal qualities and attitudes	Essential	Desirable
Good problem-solving skills	✓	
Excellent administrative skills	✓	
Ability to prioritise and deal with conflicting demands	✓	

Good verbal, listening, literacy and written communication skills	✓	
---	---	--

Ability to record facts and probe for information without influencing	✓	
Ability to work autonomously with minimum supervision, or as part of a team as necessary	✓	
Ability to maintain confidentiality and deal with situations in a tactful manner	✓	
Ability to follow set procedures	✓	
Excellent attendance and punctuality	✓	
Willing to undertake appropriate training and development with a positive attitude including First Aid training	✓	
A commitment to the ethos, vision and values of the Trust and the ability to promote these at the academy	✓	
Ability to travel to meetings if required	✓	