



Student Support Officer Recruitment Pack

Hawkley Hall High School



MAXIMISING POTENTIAL



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Welcome

Dear Applicant,

Thank you for your interest in the Student Support Officer position at Hawkley Hall High School.

We are seeking to appoint a dedicated and enthusiastic individual who is ambitious and has an excellent work ethic to join our team as soon as possible.

Hawkley Hall is a school with a very positive outlook and a “can-do” approach amongst staff and students. A strong learning culture is evident because there is an acknowledgement that we are all learners and we can all improve.

To help you decide if the job would suit you, please find enclosed some details, which we hope will give you a flavour of what Hawkley Hall High School and The Rowan Learning Trust are about.

If your values and ambitions mirror ours and you believe you can deliver that vision, then we would be delighted to receive an application from you.

Visits to our school are welcome and can be arranged by contacting my PA, Charlotte Walsh on 01942 204640 or email c.walsh1@hhhs.net

We are committed to safeguarding all members of our community; therefore, all posts are subject to enhanced disclosure procedures and pre-employment checks.

Yours faithfully,

Mr M Klinck
Headteacher
Hawkley Hall High School



Hawkley Hall High School

Hawkley Hall is a high performing, heavily oversubscribed, mixed comprehensive school of around 1170 students.

In June 2017, Hawkley Hall High School was awarded Teaching School status and in April 2018 became the lead school of the Greater Manchester Science Learning Partnership, part of the DfE funded national network, STEM Learning.

We see successful education as a partnership between parents, students and ourselves. Links with parents are of paramount importance, with regular and frequent contact via parents' evenings, reports, newsletters and the school planner contributing to a continuing dialogue about the education we provide for our children.

The school is situated in the south western part of Wigan, close to the M6 motorway, in an area of substantial private development. A wild fowl nature reserve borders the school grounds providing an open attractive outlook to the site.



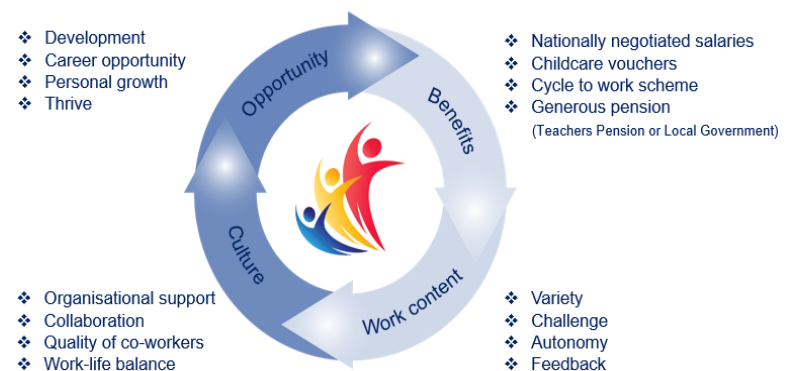
The Rowan Learning Trust

The Rowan Learning Trust (RLT) was established as a Multi-Academy Trust in 2012 to maximise potential of all children, students and adults in our schools and to support them in their journey to become outstanding.

Currently the RLT family comprises four schools: two high schools, an all-through alternative provision academy and a primary school. Together we share a set of common values:

- Mutual respect
- Fairness
- Equality of opportunity
- Individual growth
- Kindness

We believe in an inclusive workplace – one that is built on fairness, merit and respect to help our employees perform to their greatest potential.



Job Description

Student Support Officer

Reports to: Assistant Headteacher - Pastoral

Location: Hawkley Hall High School, Carr Lane, Wigan, WN3 5NY

Salary: Grade 5, scale points 8-14 pro rata

Hours: 37 per week, term time plus 1 week

Overall purpose of post

- Under the reasonable direction of the Headteacher/senior staff, carry out the professional duties in line with the job profile and in particular:
- To support the Head of Year by providing pastoral support to students and parents.
- To carry out administrative tasks related to Year group(s)
- To aid the coordination of pastoral events related to Year group(s)
- To support the aims and objectives of the school.

Support for Students and Parents

- Attend and actively contribute to Year Team meetings.
- Use discretion with regard to parental queries/complaints. Act as a 'gatekeeper' through
- effective recording of information, or the passing on of messages.
- Ensure student incidents are accurately recorded on CPOMs.
- Use IMPACT to handle parental queries about their child's lunch purchases.
- Support parents with advice about arrangements for FSM and accurately maintain records for students who are entitled to FSM.
- Be vigilant in regards to students/parents he/she comes in to contact with. Identify when additional pastoral intervention from the Head of Year/SLT, Safeguarding Leads or the Inclusion team is required.
- Be a designated "first aider". Provide medical/first aid assistance to students and inform parents. Gauge if a child is too unwell to remain in school. Seek second opinion if necessary. For students with temporary additional needs (ie. broken leg), complete risk assessment and share with staff.
- Authorise and arrange the safe collection of students who are leaving the school site during the school day.
- Implement school policies and procedures related to behaviour, attendance and uniform.

- Aid the calm entry of students in to assemblies and to ensure form tutors have completed accurate registers on these days.
- Link with form tutors, AHOY and HOY to support them in ensuring that their work with the Year group fully reflects the school's distinctive ethos and mission.
- Liaise with the school Attendance officer in order to identify students who require extra intervention for poor attendance and punctuality.
- Assist with the provision of additional information for Early Help Documents.
- Ensure safe storage of medicines provided by parents such as inhalers, as well as ensuring more specialised medication such as Ritalin is handled by Inclusion for storage.

Organisation/Admin/Clerical

- Liaise with parents, local schools and schools outside the authority in order to support the smooth transition of students. This includes the preparation and collation of data and records for students.
- In line with GDPR legislation, ensure all parents complete a new data collection sheet for their child and that this information is accurately updated on to SIMs every academic year. Chase up parents as a matter of priority. Collate and store updated medical forms, photo consent forms and biometric forms.
- Follow correct procedure in the event that SIMs ceases to work as normal.
- Provide support, clerical assistance and organise logistics and refreshments for school events, including Parents' evenings and events specific to particular year group(s) which may take place during or outside the school day.
- Encourage excellent attendance of parents at key events through effective use of ParentMail, phone calls and liaison with form tutors.
- Assist the Head of Year with all aspects of organising trips.
- Ensure cautious and effective money handling as per the school policy (in partnership with the school Finance Team).
- Share the day to day responsibility with form tutors and Head of Year for the uniform and equipment of students in the year group/s including liaising with parents as appropriate. Offer the students temporary and replacement items of uniform where appropriate.
- Ensure there is an adequate supply of stationery and certificates used for rewards in the pastoral office for students.
- Ensure the effective filing of student records throughout the year.
- Accurately maintain exclusion records for students and ensure parents receive the correct correspondence.
- Accurately and effectively record and convey telephone messages to relevant members of staff from other colleagues, parents and external agencies (using professional discretion).
- Liaise with the Headteacher regarding parental term time holiday requests.
- Arrange appointments for parents to come in to school to meet members of the pastoral team or SLT.
- Ensure all period one and four registers are completed in order to account for the whereabouts of each child. Inform the member of staff if they have incorrectly completed the register.



- Collate 'late marks' and generate lists of students who will be attending 'lates detention'. Communicate with parents to inform them of the detention.
- Provide pin numbers and passwords for parents and students who may be struggling to access 'Show My Homework'. Arrange contact with ICT Technicians if necessary.
- Aid the smooth running of school 'photograph day' and ensure all student photographs correctly match their profile on SIMs. Liaise with ICT technicians if necessary.
- Use and monitor Parentmail effectively to communicate important documents to parents.

Support for Students and Parents

- Attend and actively contribute to Year Team meetings.
- Use discretion with regard to parental queries/complaints. Act as a 'gatekeeper' through
- effective recording of information, or the passing on of messages.
- Ensure student incidents are accurately recorded on CPOMs.
- Use IMPACT to handle parental queries about their child's lunch purchases.
- Support parents with advice about arrangements for FSM and accurately maintain records for students who are entitled to FSM.
- Be vigilant in regards to students/parents he/she comes in to contact with. Identify when additional pastoral intervention from the Head of Year/SLT, Safeguarding Leads or the Inclusion team is required.
- Be a designated "first aider". Provide medical/first aid assistance to students and inform parents. Gauge if a child is too unwell to remain in school. Seek second opinion if necessary. For students with temporary additional needs (ie. broken leg), complete risk assessment and share with staff.
- Authorise and arrange the safe collection of students who are leaving the school site during the school day.
- Implement school policies and procedures related to behaviour, attendance and uniform.

Safeguarding

- Be aware of and comply with policies relating to child protection, health, safety and security
- Forward all social care, Startwell and multi-agency support communication to the designated safeguarding lead or deputies only, unless otherwise directed.
- Comply with confidentiality and data protection policies and regulations.
- Attend statutory training for child protection and safeguarding.
- Attend appropriate training that would involve supporting the health and well-being of students.

Quality Assurance and CPD

- Participate in training and other learning activities and performance management as may be reasonably directed.
- Continually strive to improve own knowledge of effective pastoral and administrative practices through participation in training and other learning activities.
- Be part of quality assurance/evaluation systems that exist within pastoral care in order to maintain consistency of approach across year groups.
- Attend and participate in relevant meetings as may be reasonably directed.

School Ethos

- Play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage and ensure staff and students to follow this example.
- Promote actively the school's corporate policies.
- Comply with the school's health and safety policy and undertake risk assessments as appropriate.
- Appreciate and support the role of other professionals.
- Be aware of and support difference and ensure equal opportunities for all.
- Other duties commensurate with the grade as specified by the Headteacher.



Person Specification

Essential Criteria

- Grade C GCSE or equivalent Mathematics and English Language (Proof required at interview)
- An empathy with children
- A high degree of organisation
- Excellent telephone manner
- Attention to detail
- Able to prioritise workload
- The ability to work as a supportive team member
- An understanding of educational issues
- A sympathetic and supportive attitude to students, yet able to be firm
- A willingness to undergo training when necessary
- An ability to work closely with both students and staff
- An understanding of the confidentiality necessary within the Learning Support Faculty.
- Confident user of ICT

Desirable Criteria

- Previous experience of working with children.

How to Apply

Please submit the enclosed application form and a supporting statement of no more than two sides of A4 outlining why you are interested in the opportunity and how your application addresses the requirements for the role.

Applications should be returned electronically to jobs@hhhs.net

Alternatively, send a hard copy to:

Mr M Klinck
Headteacher
Hawkley Hall High School
Carr Lane
Wigan
WN3 5NY

Closing Date: Friday 22nd April 2022 9am





The Trust will make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

All appointments are subject to satisfactory references, proof of qualifications and eligibility to work in the UK.

The Trust is committed to safeguarding and promoting the welfare of all children and young people and expects all staff to share this commitment. An enhanced DBS check will be required.



The Rowan Learning Trust

Registered Office: Carr Lane, Wigan, WN3 5NY

Company Number 8010464



Maximising Potential | www.rowanlearningtrust.com



HAWKLEY HALL HIGH SCHOOL

JOB APPLICATION FORM FOR SUPPORT STAFF IN SCHOOLS

The School and Governing Body are committed to equal opportunities in employment and welcome applications from all sections of the community.

CARR LANE,

WIGAN, WN3 5NY

TELEPHONE: 01942 204640

FACSIMILE: 01942 403570

EMAIL: jobs@hhhs.net

1. POST APPLIED FOR

Post Applied For:			
School:	Hawkey Hall High School		
As advertised in:		On date:	

2. PERSONAL DETAILS

SURNAME:		FORENAME:	
TITLE: (Optional)		Date of Birth: (Optional)	
Address:			
POSTCODE:		Email:	
Telephone No:		Mobile No:	

3. CURRENT POST

CURRENT EMPLOYER AND JOB TITLE:			
DATE OF APPOINTMENT:		SALARY:	
NOTICE PERIOD:			
MAIN DUTIES AND RESPONSIBILITIES			
Reason for this application			

4. PREVIOUS WORK EXPERIENCE

Name of Employer	Dates of employment		Post(s) held	Reasons for leaving
	From	To		



5. OTHER RELEVANT WORK EXPERIENCE

Post	Dates		Employer	Grade/Salary	Reason for Leaving
	From	To			

6. GENERAL EDUCATION

School	From	To	Qualifications – Grades, awarding bodies and dates



7. FURTHER AND HIGHER EDUCATION

Name of College/ University	From	To	Qualifications – Grades, awarding bodies & dates

8. ANY OTHER RELEVANT QUALIFICATIONS

Please give details of any other relevant qualifications you have for this post.

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9. ADDITIONAL INFORMATION

Are you related to, or a close friend of, any member of the Trust or of the Governing Body of the school? <i>(If yes, please state relationship)</i>	Yes / No
Have you left any previous job for the reason of redundancy or are you in receipt of an occupational pension? <i>(If yes, please give details)</i>	Yes / No
Have you ever been dismissed from any previous employment on the grounds of misconduct or incapability? <i>(If yes, please give details)</i>	Yes / No
Do you hold a current and valid driving licence? <i>(if yes, please state the category)</i>	Yes / No



Please indicate if you have any special requirements to allow you to participate fully in an interview.	
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10. Criminal convictions or cautions

<p>You should note that the disclosure of any offence will not necessarily prevent the Rowan Learning Trust from employing you, but we reserve the right to consider its significance in relation to working with children.</p> <p>Work at the school is exempt under the Rehabilitation of Offender Act 1974. Any offer of appointment will be dependent upon the successful completion of the Disclosure and Barring Service (DBS) check at the Enhanced level.</p> <p>Where serious concerns as to an individual's suitability to work with children are expressed, the facts will be reported to the relevant authorities.</p>	
<p>Do you have any unspent criminal convictions, cautions or bind-overs?</p> <p>If yes, please forward details (date, offence and sentence) with a covering letter, in a sealed envelope marked "Addressee Only – Headteacher".</p>	<p>Yes / No</p>

11. REFERENCES

Please state the names and addresses and telephone numbers of two persons from whom references may be obtained. **One must be your current or most recent employer.** In the absence of previous employment experience, a reference from your last place of full-time education will be a suitable alternative.

REFEREE 1				REFEREE 2			
TELEPHONE NO:				TELEPHONE NO:			
EMAIL:				EMAIL:			
Reference Type: (Please circle)	Employer	Education	Character	Reference Type: (Please circle)	Employer	Education	Character
Please note that we will contact these referees if you are short-listed for this post and seek reference before interview.							



12. FURTHER INFORMATION FOR CANDIDATES

- * You will receive no further communication unless selected for interview. If you have therefore not been contacted within three weeks of the closing date for applications, you should conclude that, unfortunately, you have been unsuccessful on this occasion.
- * Under the Data Protection Act, the Trust and the Governing Body will use the information given for the purpose of recruitment and selection. Strict confidentiality will be observed and if you become an employee, the information will be used for personnel, pay and pensions administrative purposes only.
- * To comply with the Asylum and Immigration Act 1996 (as amended by S.147 of the Nationality, Immigration and Asylum Act 2002), all prospective employees will be required to supply evidence of eligibility to work in the UK. If you are appointed to the post you will be provided with further information detailing what documents will be required.

THANK YOU FOR YOUR INTEREST SHOWN IN THIS APPOINTMENT

13. DECLARATION

To the best of my knowledge and belief all the particulars I have given are true. I understand that any false statements may disqualify me from employment or render me liable for dismissal. I also understand that no offer of employment made to me will be binding unless confirmed in writing.

I also understand that this post is subject to a satisfactory enhanced Disclosure and Barring Service (DBS) check and to satisfactory medical clearance and the provision of documentary evidence (e.g. NI Number) that shows I am entitled to work in the U.K.

Signature:.....Date:.....

