



Guilsborough School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Pastoral Support Officer - Job Description

Purpose of the job

The team supports the Vice Principal Pastoral, Pastoral Manager and Heads of Year with all pastoral issues in the school in order to support student achievement and attainment.

To be responsible within the team for the day to day running of the Pastoral Department, to ensure stability for the students with continued presence to provide emotional and practical support in order that the students can fulfil their maximum potential.

Job Context

Guilsborough School is a large secondary school in the local education authority of Northamptonshire County Council, with approximately **1370** mixed ability students on roll aged 11-18. The Pastoral structure comprises a Vice Principal with responsibility for Key Stages 3 and 4 and Head of Sixth Form. There are Year Leaders who oversee the tutor group system and there are 8 tutors in each year group.

The Pastoral Support Officer is line managed by the Pastoral Manager and liaises with tutors and Heads of Year depending on the individual needs of students who are involved in a pastoral programme.

The jobholder is one of the members of the Pastoral team who communicate with parents and outside agencies as well as the students and manage the day to day pastoral issues, deals with the large majority of issues and refer problems and concerns to the Heads of Year and Tutors in accordance with school behaviour policies.

Main responsibilities

1. To identify and work with students and their parents to improve low attendance rates, mentoring them and highlighting strategies to improve learning. This involves managing a caseload of students.
2. Liaise with Heads of Year to identify vulnerable students in need of pastoral intervention. The jobholder needs to use their own judgement and experience to discuss any problems with parents, tutors and other agencies.
3. Work and liaise with internal and external agencies as and when required to ensure that appropriate channels are available to students and parents.

Day to Day Responsibilities

1. Dealing with day to day student issues, providing emotional and practical support as appropriate for students and their parents where relevant and referring more serious incidents to Heads of Year and Vice Principal, ensuring that records are maintained of bullying and racist incidents and that school systems and procedures are followed.
2. To effectively take accurate witness statements in an investigation and summarise findings.
3. To develop, coordinate and run group sessions on anger management and other relevant student courses.
4. To maintain Pastoral Support Programme paperwork and other relevant admin tasks
5. Occasionally drive students to various local destinations.
6. Provide general administrative and resource support for the Heads of Year as required; this could include research, display/preparation of documents and communication with parents.
7. To implement the school's "late" policy both to school and to lessons, including supervising students for lateness, writing reports on the effectiveness of the policy and conducting parent/student interviews, gate duty etc.
8. To be proactive in dealing with any issues relating to attendance or punctuality.
9. To drop in to lessons or part-lessons daily to support students with their learning.
10. Represent Heads of year in meetings with parents.

11. Interviewing students following incidents and updating incident logs.
12. Developing the use of SIMS conduct logs.
13. Supervise groups of students in detention, study and/or mentoring.
14. Undertake break and lunchtime supervision as required.
15. Ensure a tidy and well-presented working environment within the Pastoral team facilities.
16. To complete a daily work record log.
17. To make a number of positive calls home – each day.
18. To use school management system to award positive points for students positive contributions to school.
19. To take responsibility for supporting internally excluded students.
20. To assist with the first aid/medical provision across the Academy.

Safeguarding Responsibilities:

1. Be keenly aware of the responsibility for safeguarding children and to help in the application of the Safeguarding and Safe Practices policy within the Academy.
2. Comply with the School's Safeguarding Policy in order to ensure the welfare of children and young persons.
3. Safeguarding responsibilities including working under the direction of the Designated Safeguarding Lead and Deputies to promote all aspects of child protection to include:
 - Ensuring accessibility to students, parents and staff regarding concerns about any aspect of safeguarding.
 - Understand and implement the school Policy and Procedures on Safeguarding.
 - Under the direction of the relevant Head of Year attend Child in Need (CIN) meetings and contribute to any assessment as necessary including the administrative aspects of the completion of EHA's.
 - Provide appropriate liaison with outside agencies as required.
 - To take responsibility of ensuring that all students on the safeguarding register are either in school or absence accounted for by 9.30am every day.

Specific Responsibilities relating to the supervision of Students

1. To support supervised students to stay on task, by providing a supportive but well-disciplined environment which complies with the school's expectations of behaviour and work.
2. Promote positive values, attitudes and good student behaviour, dealing promptly with conflict and incidents in line with established policy and encourage students to take responsibility for their own behaviour.
3. To provide "on call" support when required.

Knowledge, experience and training

- Good standard of general education to GCSE/O'Level including Maths and English
- Experience of working with young people or within schools and working with students and parents.
- Good communication skills and interpersonal skills.
- First Aid Certificate. Training will be provided if the successful candidate does not already hold a first aid certificate.

Planning organising and controlling

- There are regular team meetings with the Head of Year/Vice Principal where work is discussed and various issues and tasks are allocated on a weekly basis. Specific students are identified to follow particular support programmes.
- The jobholder should prioritise Child Protection issues over all other aspects of work and student needs should be a major factor in the job.

Communication/influencing

The jobholder must have the ability to:

- Empathise with students and parents, using diplomacy and sensitivity in handling a wide range of complex situations.

- Effectively communicate with students who are putting up barriers to learning and persuading them to accept the range of support on offer.
- Prioritise work with students, tutors, departmental staff, senior management and colleagues in outside agencies whilst under pressure.
- Communicate effectively with outside agencies

Thinking environment

The jobholder must be able to:

- Quickly draw on experience and knowledge and be the front line for dealing with serious issues,
- Find effective strategies for working with students and their parents if necessary.
- Follow school systems and procedures the jobholder would refer an issue on to the most appropriate person (Pastoral Manager, tutor, departmental staff, Year Leader, Assistant Head, Vice Principal) depending on the scale of the incident or the type of information being handled. Communication with parents would form a part of this where relevant.

Thinking challenge

The jobholder uses skills and judgement when dealing with problems ie phobics, family issues, bereavement etc. and using what has worked well in previous situations. The jobholder will often need to re-prioritise.

The jobholder uses skills and judgement to manage student investigations including taking statements.

Working Hours:

The contract is for 35 hours, 5 days a week, 8.30am – 4.00pm 39 weeks a year with a start date as soon as possible. The salary will be paid on Grade E, point 16.

Terms and Conditions:

The successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check; complete a Health Clearance questionnaire and provide contact details of two referees. One referee should be the current employer. If an applicant is not currently working with children, but has done so in the past, the second reference should be obtained from the employer by whom the person was most recently employed in work with children. The post is offered subject to receipt of these documents together with satisfactory references and is subject to successful completion of a probationary six month period.

How to Apply:

Please complete a Guilsborough School application form and return it with a letter of application to Helen Thompson, Guilsborough School, West Haddon Road, Guilsborough, Northampton NN6 8QE or email to: hr@guilsborough.northants.sch.uk.

The application form can be downloaded from the school website: www.guilsborough.northants.sch.uk

In order to keep administration costs to a minimum, unfortunately we are unable to write to unsuccessful candidates. If you have not heard from us within a fortnight of the closing date, I am afraid you will not have been selected for interview on this occasion. We would like to thank you for the time and interest you have shown in Guilsborough Academy.

Person specification

Essential	Desirable
Good standard of education to including GCSE / O'Level Maths and English	
Experience of working with young people or within schools and working with students and parents	Experience of working with service providers
Good computer skills	Excellent computer skills including excel spreadsheets
Self-motivated and able to prioritise work and meet deadlines	
Good interpersonal skills in order to deal with a variety of sensitive issues and influence challenging situations.	
Current driving licence and willingness to occasionally drive students home or to meetings	Experience of home visits
Ability to diffuse confrontational situations and calmness under pressure.	
Team player, flexible and prepared to be 'hands on' as required.	
Ability to engage and proactively deal with students and their issues.	
Willingness to train to deliver group work with students/ parents and be involved in pastoral activities	Experience of delivering group work
Ability to manage student interviews and investigations to good effect	Proven experience of this.
Willingness to learn new skills and attend training courses as required	Evidence of relevant training courses for this post First Aid Certificate