LEIGH
Academies Trust

Job Pack

Student Services Manager (Post 16)
Leigh Academy Blackheath

Introduction

Thank you for your interest in joining Leigh Academies Trust. This job pack is designed to give you a deeper understanding of who we are, what we stand for, and what you can expect as a valued member of our team.

Inside, you'll find key details about our Trust, the academy where the role is based, and the position itself. We've also included insights into our culture, values, and the many benefits of working with us. Whether you're an experienced educator or just beginning your journey in education, we hope this pack helps you see how your goals align with ours.

We're excited to learn more about you and we hope this pack helps you decide if this is the right opportunity for your next career step.

For further information and support on our hiring processes, please view our Careers Page.

For any questions? Contact us on:
joinus@latrust.org.uk | 01634 412 263

Welcome from our CEO



Leigh Academies Trust (LAT) is one of the largest and most successful school groups in England. Starting in 2008 in Dartford, the Trust is now responsible for 33 academies of all types, educating over 24,000 pupils, employing almost 4,000 talented staff and with access to an annual income of over £250m. Our Ofsted track record is impressive. Currently, 56% of our academies are considered to be "Outstanding" whilst inspected as part of the Trust.

LAT has remained local with all of its academies located in the South East (Kent, Medway, Bexley and Greenwich), within a one hour drive across the South Thames Corridor. This helps us to share resources and expertise much more easily and offer abundant training and progression opportunities to staff. We invest heavily in our workforce and enjoy strong retention across all job roles. The Trust has embedded various advantages which mean that LAT is an excellent place to develop a career in education. This includes being a highly inclusive employer which celebrates the diversity of its workforce.

Our scale and experience means we have been able to develop several well-chosen approaches to running schools which we know work well. These include:

- A small school approach to education where larger academies are organised into colleges. This ensures high quality pastoral care for pupils.
- A world class digital strategy where all staff and pupils have their own device making teaching, learning and operations efficient and highly impactful.
- Disruption free learning and a "warm strict" approach to behaviour management so that teachers can teach and pupils can learn.
- An all-through International Baccalaureate curriculum equivalent in quality to some of the best fee-paying schools and grammar schools in the UK and further afield.

In addition, The Leigh Institute - which is part of LAT - is responsible for Kent and Medway Training, one of the region's biggest initial teacher training organisations, a large teaching school hub called Thames Gateway and an accredited apprenticeship provider. This powerful organisation trains, develops and supports 1,000s of teachers, support staff and leadership teams across the region each year. Our future plans are found in our **Vision 2030**, available on our website.

Simon Beamish, BA (Hons) MSc PGCE NPQH NLE
CHIEF EXECUTIVE

Our Benefits

At Leigh Academies Trust, we believe that our people are our greatest asset. That's why we offer a comprehensive and competitive benefits package designed to support your wellbeing, reward your contribution, and help you thrive both professionally and personally.

From continuous professional development and career progression opportunities to flexible working arrangements, health and wellbeing support, and exclusive staff discounts - you'll find that working with us is about more than just a job.

Explore our full range of benefits here: **latcareers.org.uk/benefits**

Our Mission: *Education for a better world*

At Leigh Academies Trust, our vision is to transform lives through education. We strive to ensure that every young person - regardless of background - has access to an outstanding education and the opportunity to thrive in an ever-changing world.

We are guided by four core values that shape everything we do:

- **We care** – about our pupils and their families through our human scale approach to education, our staff and their well-being and the world around us, driven by our high ideals and strong moral values.
- **We have boundless ambition** – to achieve excellence for all and create confident young adults with high levels of resilience and integrity.
- **We work together** – as one team because we are greater than the sum of our parts. We foster an enterprising culture through global collaboration with partners in business and education.
- **We keep getting better** – using our 'can-do' attitude and research informed approach to continuous improvement and innovation.

This shared vision unites our academies and teams, creating a strong, collaborative environment where staff and students can flourish.

Job Description

Job Title: Student Services Manager (Post 16)
Reports to: Assistant Head of College (Assistant Principal)
Location: Leigh Academy Blackheath

Leigh Academies Trust is a highly successful multi-academy trust. Our model of education enables students to reach their full potential, transforming their lives and ultimately the communities in which they live.

Main purpose of role:

- You are the first point of contact for the welfare, attendance and behaviour of every LAB16 student.
- You lead day-to-day pastoral care in the sixth form, so that students attend well, stay safe and achieve the grades they need for university, apprenticeships or employment.
- You work alongside the Head of LAB16 and the Designated Safeguarding Lead.
- You manage a caseload of students who need additional support, keep accurate records on Bromcom and communicate with families and outside agencies.
- You help students meet the demands of an IB sixth form, across the IB Diploma Programme and the IB Career-related Programme.
- You promote the IB Learner Profile and support students to balance their studies, the core of their programme and their wellbeing.
- You support the ethos of the academy and the values of the Trust: we care, we have boundless ambition, we work together, and we keep getting better.

Key Responsibilities:

Pastoral care and mentoring

- Manage a caseload of LAB16 students with additional needs, as agreed with the Head of LAB16.
- Hold regular 1:1 check-ins with students on your caseload, including scheduled weekly sessions at tutor time where needed.
- Build trusted relationships so that students can raise concerns with you in person or by email.
- Create individual support plans with students and share agreed strategies with staff and parents or carers.
- Run the LAB16 hub as a calm space where students can seek support during the day.
- Identify early signs of disengagement, low wellbeing or underachievement and agree interventions.
- Work with the SENCo and Wellbeing Team to put in place SEND, mental health and emotional support.

- Liaise with subject teachers when a student raises a concern about a lesson, and follow it through to an agreed outcome.

Attendance and punctuality

- Monitor daily attendance and punctuality across Year 12 and Year 13.
- Make first-day absence and follow-up calls to parents and carers, and record every contact on Bromcom.
- Track students whose attendance is falling and alert the Head of LAB16 and Deputy Principal.
- Hold attendance meetings with students and families and agree action plans.
- Process medical evidence and authorised absence requests in line with academy policy.
- Work with outside agencies to improve attendance where needed.

Behaviour for learning

- Uphold LAB16 expectations for conduct, dress, punctuality and independent study.
- Investigate behaviour incidents by interviewing students and collecting written statements from students and staff.
- Share statements and findings with the Head of LAB16 and senior leaders promptly, and agree next steps.
- Log all incidents and actions on Bromcom accurately and on the same day.
- Monitor students on report and pass progress updates to the Head of LAB16.
- Support managed moves and transfers to other academies, including preparing the student for the move and briefing the receiving academy.
- Recognise and reward improving and excellent behaviour.

Safeguarding

- Act as a member of the academy's safeguarding team, attending regular safeguarding meetings with the Designated Safeguarding Lead (DSL).
- Record safeguarding concerns promptly and accurately, using chronologies and written accounts.
- Maintain the safeguarding matrix for LAB16 students, including students known to social care, students known to external services, and looked after, previously looked after and special guardianship students.
- Make sure all safeguarding records and supporting paperwork are attached to the student's Bromcom record.
- Draft referrals, including MASH and Early Help referrals, under the direction of the DSL.
- Liaise with social workers, health professionals and other agencies, and attend multi-agency meetings as required.
- Respond to Smoothwall filtering and monitoring alerts for LAB16 students, including contact with home, and escalate to the DSL.
- Share information appropriately within the academy, with other schools and colleges on transfer, and with safeguarding partners.
- Contribute safeguarding case studies and evidence for internal and external safeguarding reviews.

IB Diploma Programme and academic progress

- Work with the IB Diploma Programme Coordinator to identify Diploma students who are struggling with workload, deadlines or wellbeing.
- Support students to manage the Diploma Programme core: Theory of Knowledge, the Extended Essay and Creativity, Activity, Service (CAS).
- Help coordinate CAS opportunities, enrichment and service activity, and keep records of student participation where requested.
- Promote the IB Learner Profile through tutor time, assemblies and your work with individual students.
- Track students at risk of missing internal or coursework deadlines, across IB and other courses, and coordinate catch-up support with subject staff.
- Support students and families during mock examinations and external exam periods, including exam access arrangements, with the Exams Officer.
- Support the progress of vulnerable and disadvantaged students and make sure interventions are in place.

IB Career-related Programme

- Work with the IB Career-related Programme Coordinator to identify CP students who are struggling with workload, deadlines, attendance or wellbeing.
- Support students to manage the CP core: Personal and Professional Skills, Service Learning, Language Development and the Reflective Project.
- Track Reflective Project milestones and coordinate support for students at risk of missing deadlines.
- Help organise service learning activity and keep records of student participation and reflection where requested.
- Track progress in career-related study, including BTEC coursework deadlines, and coordinate catch-up support with subject staff.
- Support employer engagement, work experience and industry placements linked to students' career-related study.
- Help CP students plan their next steps, including apprenticeships, employment and higher education.

Administration and LAB16 operations

- Monitor and respond to the LAB16 mailbox and student emails throughout the day.
- Be the main point of contact for parents and carers on pastoral matters, and keep senior leaders informed.
- Manage admissions enquiries, applications, place offers and enrolment for LAB16, including in-year applications.
- Coordinate induction for new Year 12 students and transition from Year 11.
- Manage processes for students leaving LAB16, including elective home education notifications to the local authority.
- Maintain accurate on-roll and census data for LAB16, supporting the Data Manager.
- Compile and track Year 13 destinations and supply post-16 tracking information to the local authority.
- Administer the 16 to 19 Bursary Fund and other financial support for eligible students.
- Support the organisation of LAB16 trips, visits, work experience and events.

- Support cover arrangements in the LAB16 hub and supervise students during study periods and non-contact time.

General

- Be a positive role model and a visible presence around LAB16 and the academy.
- Attend LAB16 assemblies and support college events and enrichment.
- Take part in duties as directed.
- Keep high standards of confidentiality in all work with students and families.
- Undertake other reasonable duties as directed by the Head of LAB16 or the Principal.

Safeguarding of students and Duty of Care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the **Keeping Children Safe in Education document (Department of Education)**.

Notes

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Academies Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.

Person Specification

As a Trust we seek to recruit talented individuals who can not only help to build the success of our academies but also people who are engaging and passionate about everything they do.

For the role of Student Services Manager (Post 16), we would expect candidates to demonstrate:

Qualifications and Training

Essential

- GCSE grade 4 to 9 (or A to C) in English and Mathematics, or equivalent.
- Training in safeguarding and child protection to a high level.
- Evidence of recent professional development in pastoral care, safeguarding, behaviour or inclusion.
- Knowledge of legislation and guidance on attendance, behaviour, safeguarding and inclusion.

Desirable

- Relevant degree or professional qualification in education, youth work, social work, counselling or a related field.
- Training in mental health first aid or SEND.

Experience

Essential

- Significant experience in a pastoral, inclusion or student support role, preferably in a secondary or post-16 setting.
- Managing a caseload of students with complex needs, including attendance, wellbeing and family issues.
- 1:1 mentoring and building supportive relationships with young people.
- Multi-agency working, including with social care, health and early help services.
- Taking statements and investigating behaviour incidents.

Desirable

- Working in a sixth form or college setting.
- Working in an IB World School, or knowledge of the IB Diploma Programme or IB Career-related Programme and their cores.
- Sixth form admissions, enrolment or bursary administration.

Skills and Abilities

Essential

- Communicates clearly and with empathy with students, parents and carers, staff and agencies, in person and in writing.
- Keeps accurate, secure records, with strong knowledge of data protection (UK GDPR).
- Uses data on attendance, behaviour and progress to identify students at risk and plan interventions.
- Organises a varied workload, sets priorities and meets deadlines.
- Acts calmly and decisively when dealing with incidents and safeguarding concerns.
- Confident ICT skills, including management information systems such as Bromcom.

Desirable

- Experience of Smoothwall or other filtering and monitoring systems.

Skills and Abilities

Essential

- Commitment to the highest standards of safeguarding and child welfare
- Maintains confidentiality and discretion with sensitive student and family information
- Resilience, patience and empathy when supporting vulnerable students and families
- Applies policy consistently and fairly
- Proactive, flexible and works well as part of a team
- Commitment to the IB Learner Profile and the values of Leigh Academies Trust
- Commitment to own professional development

The post holder will also be expected to undertake any other tasks as reasonably required by the Principal or Governors to ensure the efficient and effective operation of the academy

Apply

We're delighted that you're considering joining Leigh Academies Trust. To apply for this opportunity, please submit your online application via the job advert on our current vacancies page.

We recommend taking the time to review the job description and person specification in order to also tailor your application to show how your skills and experience align with the role.

You'll need to have the following ready when applying:

- Personal details/contact information
- An up-to-date CV and/or personal statement
- Employment and education history
- Contact details for a minimum of 2 references

Join our Talent Network

If this is not quite the right opportunity for you, but you would like to stay in touch, you can join one of our Talent Networks today by clicking here.

A member of the Recruitment Team will be in touch to help find the right role for you!

