

## Job Description

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**Job title:** Student Support Manager  
**Reports to:** Head of College / Deputy Head of College  
**Location:** Leigh Academy Bexley

### Job purpose

- To work as directed by the Head of College/Deputy Head of College according to the priorities of the Academy as set out by the Academy Leadership Team.
- To provide pastoral support for the students.
- To deputise for the Head of College/Deputy Head of College as needed and carry out duties as delegated including, but not limited to assemblies and parental meetings.
- To monitor student behaviour, student welfare, absence and lateness, and safeguarding concerns.
- To provide pastoral administrative support to the Head of College/Deputy Head of College and linked curriculum areas.
- To participate as a member of the extended safeguarding team.
- To administer Emergency First Aid as required and provide cover for the Medical Officer as needed (valid certificate required).
- To ensure students are welcomed into the Academy each morning, providing cover for Student Reception as needed, including adding additional capacity at lunchtime as required.

### Duties and responsibilities

- To help create and sustain an achievement culture within the College which encourages and embeds an ethos of excellence.
- To supervise students working within the College.
- To deal with sensitive situations and to provide a supportive and nurturing environment.
- To monitor, record and encourage excellent punctuality, attendance and behaviour.
- To monitor uniform and appearance to ensure the maintenance of high standards across the College and to manage students who persistently do not comply.
- To meet with the Head of College/Deputy Head of College to discuss issues relating to the year groups and individual students in order to facilitate close liaison between academic and pastoral matters.
- To liaise with curriculum areas, the Head of College/Deputy Heads of College and Form Tutors in relation to behaviour issues.
- To provide administrative support to curriculum and pastoral areas.
- To liaise with the Safeguarding team, Attendance team and Tutors in relation to the maintenance of high levels of punctuality and attendance for all students.
- To liaise with key stakeholders, carry out a team around the child meetings, contribute to action planning and review, work with the SENDCo, and support in referrals to the Early Intervention Team and other outside agencies as necessary.
- To work collaboratively with the Safeguarding team to make appropriate referrals to Family Wellbeing, Porchlight and other relevant agencies.
- To monitor and record the percentage of parents who attend Parents' Evenings, for each form, for the specific college, year group and to follow up all parents/carers who did not attend.

- To be responsive to and maintain regular contact with parents and carers of students who require additional support so that they are kept informed and up to date on progress and wellbeing.
- To be involved in the organisation or co-ordination of positive activities for the College such as rewards events or in the development of skills and talents of students through a range of extra-curricular or enrichment events.
- To induct new students into the operational systems of the Academy including liaison with the Academy's admission officer in setting up student files and other related administration.
- To keep up to date records on the Academy's behaviour and other monitoring systems including paper-based and IT systems and where appropriate the digitisation of student documentation.
- To assist the Head of College/Deputy Heads of College in setting up and coordinating positive activities to develop character, skills and qualities and talents of students e.g. stakeholder events.
- To prepare bespoke reports for behaviour and attitudes as requested.
- To ensure high standards in Tutor Time, monitoring and supporting the delivery of organised programmes.
- To ensure that the minutes and actions of meetings are placed in the student's file, electronically, in line with Academy processes.
- To be Pastoral Response and available to students throughout the Academy day in conjunction with the Inclusion team as required.
- To support the efficient running of the Academy Behaviour for Learning processes including duties, Pastoral Response, staffing internal exclusion/Pastoral Centre and detentions etc as needed.
- To print student timetables at the start of each academic year, ready to be distributed to students.
- To provide, record and evaluate, individual and small group interventions as required and directed by the Academy Leadership Team.
- To assist as part of multi agency working, including conducting joint home visits as needed.
- Undertake any other duties in connection with the level of the post.
- Take into account all matters of the published aims and objectives of the Academy.
- To carry out any other duties as may reasonably be requested by the Principal and Academy Leadership Team.

### **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 at the reasonable discretion of the Principal. 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.