Student Support Manager (based on Primary site)

Ark Kings – a small school, big family; transforming the lives of our students

Start date: September 2019  
Salary: Ark Support Scale 8 Points 27-34 Outside London (£24,904-£31,064)  
Hours: 36 hours per week, 39 weeks per year  
Location: Kings Norton, Birmingham  
Nearest train station/transport links: five minute drive from the M42, Junction 2, Kings Norton Station (25 mins walk), bus routes including the 35, 45, 49 and 84  
Deadline: 10am on Wednesday 3rd July 2019  
Ofsted: Good in all areas (2016)

Visits to our school are encouraged. To arrange, please call 0121 459 4451.

Ark Kings Academy was named as the most improved academy in the country just three years after joining the Ark network. Join us in transforming our school and having a real impact on our students’ lives.

As a Student Support Manager, you will join a strong staff community in being responsible for supporting students, parents, teachers and the academy to establish a supportive and nurturing learning environment in which children can make good academic progress. In the role, you will provide high quality, well-planned pastoral support and guidance to students and their families to promote high expectations raise aspirations and facilitate academic progress. They will enable students to develop personal excellence and a sense of pride within the academy.
The successful candidate will:

- Have strong communication skills and act as the first point of call for parents with queries about support for their child.
- Be able to analyse student data to diagnose concerns and plan action.
- Be able to prepare documentation for liaising with other stakeholders involved in the pastoral care of students both within and outside the academy.
- Be strong with behaviour management ensuring calm quiet movement of students around the building.
- Be able to facilitate the supervision of students during break and lunchtime as well as the beginning and the end of the school day, ensuring orderly behaviour.
- Be able to organise and lead on a range of events to raise student’s aspirations such as assemblies, training sessions, celebrations and transition events.
- Be able to support teaching staff by providing pastoral expertise and advice as and when required.

"We are a big family and we know that we are moving forward and making a difference. Every day we’re opening students’ eyes to opportunities in Birmingham and beyond, students that may have otherwise been forgotten about. Our progress so far has been incredible and we know that one day we will be an outstanding school.”

Staff member at Ark Kings Academy

We employ an open-door policy that extends to all staff and students, to encourage a collaborative working environment. Staff receive regular training sessions to nurture professional progression at every stage.

The leadership team is approachable and always on hand to provide help where needed. At Kings, your hard work will never go unappreciated. From staff shout outs in weekly meetings to half-termly staff buffets, we ensure there is a culture of recognition and reward.

As a staff member at Ark Kings Academy, you will be part of Ark, an international charity and one of the UK’s most successful multi-academy trusts, with a network of 35 schools in 4 locations across the country. Click here to find out more about the benefits of work for Ark Kings Academy.

Ark is committed to safeguarding children; successful candidates will be subject to an enhanced Disclosure and Barring Service check.

Job Description: Student Support Manager

The Role

- To provide high quality, well-planned pastoral support and guidance to students and their families in order promote high expectations, raise aspirations and facilitate academic progress
To enable all students to develop personal excellence and a sense of pride within the academy.

**Key responsibilities**

- To analyse attendance and behaviour data, using it to rapidly diagnose concerns and plan action to be reported to the Pastoral Deputy Headteacher
- To identify students in need of additional support and initiate, deliver and evaluate a support plan appropriate to their needs
- To resolve issues that are impacting on academic performance in a timely manner
- To ensure that parents are fully involved in their child’s pastoral care by establishing regular contact with those in the most need
- To provide welcoming and supportive opportunities, such as invitations to assemblies, training sessions, celebrations, etc. for parents to engage in the life of the academy and small school
- To be the first point of contact for parents with queries about support for their child within the school
- To ensure the calm and quiet movement of students around the school site
- To ensure that students are appropriately supervised at breaktimes and lunchtimes, providing them with appropriate activities and signposting opportunities elsewhere in the academy
- To support teaching staff by providing pastoral expertise and advice as and when required
- To supervise students departing the site at the end of the school day, ensuring neighbourly behaviour
- To prepare documentation for and liaise with other stakeholders involved in the pastoral care of students both within and outside the academy
- To help secure an aspirational culture of achievement, hard work and perseverance within the small school through day-to-day discussions with parents and students, formal assemblies and other formal events
- To take a lead role in transition between key stages, ensuring that students’ needs are well met at these times
- To work with the class teacher and other teaching staff to follow up any issues

**Academy Culture**

- Help create a strong academy community, characterised by consistent, orderly behaviour and caring, respectful relationships

**Other**

- Undertake other various responsibilities as directed by Line Manager or Headteacher
- Ability to work as part of a team as well as working on their own initiative.

**Person Specification: Student Support Manager**
Qualification Criteria
- Right to work in the UK
- English and Mathematics GCSE (or equivalent)
- First Aid qualification or equivalent (desirable)
- Safeguarding Level 1 and PREVENT Wrap 3 trained

Experience
- Experience of establishing effective, appropriate relationships with a variety of young people at the relevant age
- Experience of establishing effective relationships with families and other stakeholders
- Experience of working with challenging young people
- Experience of managing difficult behavioural situations calmly and confidently
- Experience of dealing with minor first aid issues calmly and confidently
- Experience of addressing student personal health and hygiene issues sensitively and confidently

Behaviours
- Exemplary Attendance and punctuality
- Displays an enthusiasm for working in a challenging educational environment
- Regularly demonstrates an enthusiasm for working in a challenging educational environment
- Ability to self-manage using own initiative as well as working as part of a team
- Demonstrates self-control and adaptability
- Has strong written and oral communication skills
- Has good listening skills enabling the effective building of relationships with others
- Possesses the ability to implement the necessary routines and patterns to establish good behaviour management within the school
- Understands the importance of confidentiality and discretion
- Demonstrate high levels of ambition and optimism regarding what the academy and its students will achieve
- Exemplify Ark/Academy policy and expectations
- Reflect critically on their own performance and respond positively to feedback regarding the performance of their duties
- Aspire to meet challenging targets
- Take responsibility for their own professional development
- Take full responsibility for all aspects of their work by identifying areas for improvement and instigating action on their own initiative

Personal skills and qualities and knowledge
- Genuine passion and belief in the potential of every student
- Helpful, positive, calm and caring nature
- Able to establish good working relationships with others
- Able to follow instructions accurately but make good judgements and lead when required
- Communicates high expectations
Other

- Commitment to equality of opportunity and the safeguarding and welfare of all pupils
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. In order to meet this responsibility, we follow a rigorous selection process. This process is outlined here, but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.