

Job Description: Student Support Manager

Job description / key responsibilities

- To analyse attendance and behaviour data, using it to rapidly diagnose concerns and plan action to be reported to the Assistant 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
- To ensure the calm and quiet movement of students around the school site
- To ensure that students are appropriately supervised at 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 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 provide cover and support when needed in the school
- To work with the academic tutor and teaching staff to follow up any issues regarding the quality and frequency of homework.

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 Principal
- Ability to work as part of a team as well as working on their own initiative.

Person Specification

Qualification Criteria

- Right to work in the UK
- English and Mathematics GCSE (or equivalent) at grade C or above
- First Aid qualification or equivalent (desirable)

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

- 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

Staff benefits

From discounts at hundreds of major retailers to some of the best CPD opportunities in the sector, we work hard to recognise hard work.

Training courses

These are usually a term long and are designed for teachers at crucial stages in their careers. For example, one course trains outstanding teachers to become subject leaders across our network. Some of these courses are accredited or contribute towards a specific accreditation.

Bite-sized training from our training menu

You can book face-to-face sessions or you can use our library or video clips, articles and online resources. This way, you can pick and mix the training you need, from presentation skills to early language intervention for reception children.

Bespoke training

Our schools develop their own training sessions based on what their people need – a particular school might run a session about how their teachers write lesson plans, or how they implement the school's curriculum.

Network training days

One of the best things about working at Ark is being able to collaborate with exceptional people across our network. Ark staff come together regularly locally and nationally to share best practice and develop teaching techniques across the network. We run Ark-wide Network Days every term to allow teachers to come together and create a common approach to assessment, standardisation and moderation.

Our training doesn't stop when you reach a certain level or learn a certain skill. We support you throughout your career – from qualifying as a teacher to running your own school.