**Assistant Principal Pastoral Care**

**JOB DESCRIPTION**

May 2019

### ABOUT CATS College CANTERBURY

CATS College offers an outstanding international pre-university educational experience to students aged 14+ from all over the world. CATS students live and work in the beautiful Victorian CATS Canterbury campus, studying for GCSEs, A levels and University Foundation Programmes, and preparing for admission to universities across the country and elsewhere. We pride ourselves on our approach to teaching and learning, with small class sizes and an informal atmosphere ensuring that students are treated as individuals and build great relationships with staff.

### OVERVIEW OF THE JOB

As part of the Senior Leadership Team, you will support, develop, hold accountable and lead a team of Pastoral Directors. Together, you will ensure both high standards of pastoral care for the wellbeing, welfare, health and general happiness of students and encourage, and monitor, student attendance. The Assistant Principal Pastoral Care will strive to raise achievement by improving College attendance through positive attitudes by students towards attendance. The Assistant Principal Pastoral Care is also responsible for the behaviour of all students and will strive to ensure that staff, students and parents understand the College’s expectations, and adhere to them.

### REPORTS TO

### You will be directly responsible to the Vice Principal. You will work within the framework set by and under the general direction of the Principal.

### MAIN RESPONSIBILITIES OF THE JOB

As a member of the Senior Leadership team, you should carry out your role to support the needs of the students you work with and the College in general. In as much, you will:

* Lead and manage the College’s team of Pastoral Directors to ensure the delivery of pastoral and welfare support to students that exceeds the expectations of students, parents, agents and other stakeholders.
* Be the Deputy Designated Safeguarding lead.
* Ensure effective reporting to and communication with parents, guardians, agents, CEG overseas staff by Student Care in accordance with College Policies and procedures.
* Liaise with the Assistant Principal Academic, Higher Education Officer, Curriculum Directors and teachers to monitor students’ academic performance and ensure that all Pastoral Directors do the same.
* With the Head of Boarding, liaise with Boarding Team Leaders and House Parents at the College’s boarding house(s) who monitor student welfare and behaviour outside of College hours and ensure that all Pastoral Directors do the same.
* Support and assist students to ensure that they understand and are actively adhering to College Behaviour and Attendance policies, including the issuing of sanctions, incentives and rewards in consultation with the Head of Boarding and ensure that all Pastoral Directors do the same.
* Together with PDs, produce attendance certificates on a termly basis.
* Together with PDs, produce attendance strategies, targets and letters for students with concerns and to follow up from attendance letters.
* As and when needed, arrange and attend attendance meetings with the Principal.
* Hold meetings with the Head of Boarding to discuss attendance of persistently low attenders.
* Together with PDs, follow the school’s Attendance Policy.
* Line manage Pastoral Directors, Student Care and Reception.
* Drive improvements to professionalise college produced marketing materials including newsletters and notice boards, ensuring that everything that is produced to be seen by a customer conforms to brand guidelines.
* Oversee and develop the college’s external presence online through social media, blogs, etc.
* Foster good working relationships with the Sales & Marketing team, gather ‘good news stories’ and updates from various departments and ensure these messages are being heard in market.
* Be a main point of contact and act as host for agent, student and other external visits and to ensure that all visitors are provided with a welcoming reception, comprehensive tour of the building and key information relating to the school’s programmes and services.
* Ensure the process for booking a visit or interview is as quick and efficient as possible and that visit feedback is gathered and communicated to customer and central teams accordingly.
* Promote a customer service focused culture across the college which results in student attraction and retention. This will include influencing and developing individual teams to maximize relationships with all customers as part of the Customers First initiative.
* Lead on the promotion of services across all student groups and develop mechanisms for delivering key messages to students, e.g. upcoming activities and events.
* Actively assess and monitor the impact of Student Care across the college, making constant improvements based on feedback and anticipated changes in the market.
* Ensure the overall appearance of the college is meeting expected standards – e.g. notice boards, smoking area etc. and ensure school premises and facilities are kept in a proper state of maintenance and repair, reporting any issues to the Ops Team.
* Oversee the co-coordination of student induction and registration events, working with other team members to ensure all students are given a good start to their time in a new country at the college.
* Oversee the preparation of the content for pre-arrival information in advance of each intake, working with key stakeholders including the Principal, the Welfare team, marketing and admissions to make sure this is delivered to students on time and to consistent brand standards.
* Ensure that all activities drive student retention and support progression related activities within the College.
* Manage student wobblies (students who have said they may not continue their studies with us) to ensure College successfully resolves student’s issue and retains student.
* Manage the student retention process, including coordination of all student meetings with the Principal and Vice Principal to oversee all administrative duties for student continuers and extenders.
* Ensure the College Admissions Register fully complies with ISI requirements and is updated as soon as a student leaves or arrives at the college. Ensure the Admissions Register remains accurate and fully up to date at all times with no gaps by the time a student arrives at the college. Ensure key information is also available on Shackleton.
* Ensure that all students have up-to-date contact details, immigration records and correct visa to legally study at the college, that all student documents are scanned and uploaded and all passport and visa information is inputted into Magellan.
* Conduct an audit and update of all student contact details once a term.
* Assist the Registry with UKVI compliance.
* Monitor student attrition rates to inform continuous improvements in student retention.
* Manage the maintenance and archiving of confidential student files according to GDPR rules.
* Maintain a stock of key marketing materials in the College for prospective students, agents and parents.
* Arrange convalidation of end of term reports for all completing Brazilian students and ensuring convalidated reports are sent to agents.
* **Other Responsibilities**
* Attend welfare and cross-college meetings as required and chair regular pastoral meetings with Pastoral Directors.
* Assist the Head of Boarding in maintaining welfare policies and pastoral documents.
* Organise the student induction process including the arrivals weekends.
* Investigate complaints and concerns from students and report findings of all investigations to appropriate staff and record the outcome accurately and comprehensively.
* Meet with all new pastoral staff and oversee their induction.
* Manage and where required investigate reported cases of misbehaviour and breaches of College rules by students.
* Constantly monitor Pastoral Directors’ performance and to manage annual staff appraisals.
* Ensure that the Enrichment Programme/PSHEe sessions delivered by tutors are productive, worthwhile and recognised as such by students; and thereby contribute to students’ development.
* Advise students requesting a change of subject or programme in consultation with the Assistant Principal Academic and the Vice Principal.
* Actively work both with teams both within and outside College to ensure the retention of existing students and the attraction of new students
* Participate in arrangements to support programmes for targeted students such as Oxbridge entrance, Medics etc. as appropriate.
* Where applicable, assist the HE Officer and Principal with regard to UCAS applications.
* Support the election of students to the Student Council ensuring students from your Pastoral Director group are effectively represented and ensure that all Pastoral Directors do the same.
* Assess, meet or refer students with emotional needs to Matron.

**Deputy Designated Safeguarding lead (DDSL)**

The Designated Safeguarding Lead (DSL) is a senior member of staff, from the College’s leadership team. Together with the DSL, the two Deputy DSLs have a legal responsibility for dealing with safeguarding issues, providing advice and support to staff, liaising with the Local Authority, and working with a range of other agencies. In particular:

**Manage referrals**

* refer cases of suspected abuse to the local authority children’s social care as required;
* support staff who make referrals to local authority children’s social care;
* refer cases to the Channel programme where there is a radicalisation concern as required;
* support staff who make referrals to the Channel programme;
* refer cases where a person is dismissed or left due to risk/harm to a child to the Disclosure and Barring Service as required; and
* refer cases where a crime may have been committed to the Police as required.

**Work with others**

* liaise with the Principal to inform her of issues especially ongoing enquiries under section 47 of the Children Act 1989 and police investigations;
* as required, liaise with the “case manager” and the designated officer(s) at the local authority for child protection concerns in cases which concern a staff member;
* liaise with staff (pastoral support staff, school matron, IT Technicians, and SENCO) on matters of safety and safeguarding, including online and digital safety, and when deciding whether to make a referral by liaising with relevant agencies; and
* act as a source of support, advice and expertise for all staff.

**Training**

The Deputy Designated Safeguarding Lead will undergo training to provide them with the knowledge and skills required to carry out the role. This training will be updated at least every two years.

The Deputy Designated Safeguarding Lead will undertake Prevent awareness training.

In addition to the formal training set out above, their knowledge and skills will be refreshed (this might be via e-bulletins, meeting other designated safeguarding leads, or simply taking time to read and digest safeguarding developments) at regular intervals, as required, and at least annually, to allow them to understand and keep up with any developments relevant to their role so they:

* understand the assessment process for providing early help and statutory intervention, including local criteria for action and local authority children’s social care referral arrangements.
* have a working knowledge of how local authorities conduct a child protection case conference and a child protection review conference and be able to attend and contribute to these effectively when required to do so;
* ensure each member of staff has access to, and understands, the College’s child protection policy and procedures, especially new and part time staff;
* are alert to the specific needs of children in need, those with special educational needs and young carers;
* are able to keep detailed, accurate, secure written records of concerns and referrals;
* understand and support the College with regards to the requirements of the Prevent duty and are able to provide advice and support to staff on protecting children from the risk of radicalisation;
* are able to understand the unique risks associated with online safety and be confident that they have the relevant knowledge and up to date capability required to keep children safe whilst they are online at College;
* can recognise the additional risks that children with SEN and disabilities (SEND) face online, for example, from online bullying, grooming and radicalisation and are confident they have the capability to support SEND children to stay safe online;
* obtain access to resources and attend any relevant or refresher training courses; and
* encourage a culture of listening to children and taking account of their wishes and feelings, among all staff, in any measures the College may put in place to protect them.

**Raise Awareness**

* ensure the College’s child protection policies are known, understood and used appropriately;
* ensure the College’s child protection policy is reviewed annually (as a minimum) and the procedures and implementation are updated and reviewed regularly, and work with governing bodies or proprietors regarding this;
* ensure the child protection policy is available publicly and parents are aware of the fact that referrals about suspected abuse or neglect may be made and the role of the College in this; and
* link with the local LSCB to make sure staff are aware of any training opportunities and the latest local policies on local safeguarding arrangements.

**Availability**

During term time the Deputy Designated Safeguarding Lead should always be available (during College hours) for staff in the College to discuss any safeguarding concerns. Whilst generally speaking the Deputy Designated Safeguarding Lead would be expected to be available in person, in exceptional circumstances availability via phone and or Skype or other such media is acceptable.

As part of your wider role within the College, you will also:

### Follow the guidelines of the staff handbook

### Support the College and its leadership

### Continue personal development as agreed

### Engage actively in the performance review process

### Comply with any reasonable request from the Principal to undertake work not specified in this job description

### Be courteous to colleagues and parents and to provide a welcoming environment for all visitors to the College

### Maintain standards of ethics and behaviour in and out of college.

### **In particular, you will:**

### Treat students with dignity, building relationships rooted in mutual respect;

### Have regard for the need to safeguard students’ well-being;

### Show tolerance of and respect for the rights of others;

### Maintain high standards of attendance and punctuality;

### Help to create and maintain a safe working environment for everyone;

### Understand and act within the relevant college, national and statutory frameworks.

### PERSON SPECIFICATION

The job requires that you have:

* The ability to work with, care for and supervise young people
* High levels of energy, an even temper and a sense of humour
* Willingness to reprimand and/or report students who are not adhering to the College rules
* The ability to relate to young people
* The ability and willingness to work in a multi-cultural environment
* Willingness to work unsociable hours
* The ability to work as a team member and lead by example, to be proactive, flexible and reliable
* A full understanding of current child protection procedures
* A desire to continue professional development in all aspects of your pastoral role and that you maintain an advanced level of safeguarding and first aid training

### About CEG

Cambridge Education Group (CEG). CEG is a leading provider of pre-university academic courses and English language courses in the UK. We provide programmes including A Level, IB and University Foundation, as well as English Language Study, to a growing number of international students seeking to win places at UK universities.

We operate a number of different educational brands: CATS Colleges in Cambridge, Canterbury and London; CATS Academy in Boston; CSVPA; On Campus programmes at universities in the USA and Europe; CEG Digital and Stafford House English language schools and study holidays. We benefit from being part of a global team focused on teaching and learning.

### And finally

CEG is committed to safeguarding and promoting the welfare of children and young people and expect everyone connected with the College/s to share this commitment.