



Job Description

Job title	Student Support Manager
Responsible to	Senior Leadership Team
Hours of work	36 hours per week, term time only
Type of Contract	Permanent
Salary	Band E on NJC scale points 7-11
Base	Chesterfield High School

Job Purpose

To ensure the highest possible standards of progress, achievement, attendance, behaviour and well-being for a cohort of students.

To be a member of the Student Support Team which ensures the highest possible standards of progress, achievement, attendance, behaviour and well-being of all students.

Role and responsibilities

1. Main duties and responsibilities

Main Duties and Responsibilities

- To contribute to the improved welfare of all students including the identification of and provision of support for those at risk of making poor progress, having low achievement, poor attendance or poor behaviour.
- To act as the first point of contact for any student concerns and deal with these appropriately.
- To liaise with parents, students, external agencies and other providers over routine issues to meet identified needs.
- To provide First Aid (after appropriate training), look after sick students, liaise with parents/carers and or staff etc.
- To cover the specific responsibilities of other Student Support Team members in the event of short-term absence.
- To undertake Cover Supervisor duties when staff are absent or at internal/external events.

Progress and Achievement

To provide the administrative support for events and processes which promote student progress and achievement, e.g. academic monitoring, homework and equipment, transition, parents' events, following up on reports, celebration events, work experience etc.



Attendance

To ensure we know where all students are by ensuring registers are completed for all tutor groups and for every lesson.

Registration

Collate messages. Code reasons for absence in accordance with DfE and school guidelines. Follow up any unexplained absences.

Lessons

Collate lesson monitor data and other information. Identify and follow up any students absent without explanation.

General

- Prepare attendance monitoring reports as required.
- Attend and record outcomes from weekly Attendance & Welfare Manager monitoring meetings.
- Support the Senior Leadership Team in the implementation of individual action plans.
- Collect and monitor work and liaise with families where there is planned or prolonged student absence.

Behaviour

- To work under the direction of the Senior Leadership Team to support the consistent implementation of strategies to promote good behaviour and support students' well-being and progress.
- To support the Senior Leadership Team in investigating serious or sensitive incidents.
- To provide administrative support for the consequences and rewards system.
- To provide daily and weekly behaviour analysis as required.

Whole School Issues

Management of a whole school student centred issue e.g. anti-bullying, rewards etc.
Undertake examination invigilation as and when required.

Safeguarding

To be aware of and work in accordance with the Trust's child protection policies and procedures in order to safeguard and promote the welfare of children and young people and to raise any concerns relating to such procedures which may be noted during the course of duty.

In common with all staff and pupils of the Trust, the post holder should be aware of the Trust's policies and implement them as appropriate.

Mersey View Learning Trust is committed to safeguarding and promoting the welfare of its pupils and expects all those working at our schools to share this commitment.



The Trust is required under law and guidance to check the criminal background of all employees. Decisions to appoint will be subject to consideration of an enhanced disclosure, including a Barred List check from the Disclosure and Barring Service. Because of the nature of the work for which you are applying, this post is exempt from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013 and 2020).

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance on whether a conviction or caution should be disclosed can be found on the Ministry of Justice website which can be accessed here:

<https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974>

Health and Safety

The post holder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in the Trust's Health and Safety Policy and in any risk assessments relevant to the jobholder's role or circumstances.

Confidentiality and Data Protection

The post holder is expected to comply with the provisions of the Data Protection Act 2018. Any information that they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the Trust's Data Protection Policy. Nothing shall prevent you from disclosing information which you are entitled to disclose under the Public Interest Disclosure Act 1998 (as amended), provided the disclosure is made in accordance with the provisions of the Act. The Trust's Whistleblowing Policy is available on the shared drive.

Equality and Diversity

Mersey View Learning Trust is committed to equality and values diversity. As such, the Trust is committed to fulfilling its Equality Duty obligations and expects all staff and volunteers to share this commitment. The duty requires the Trust to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age, gender, race and faith, and people who do not share them. The post holder is required to treat all people they come into contact with, with dignity and respect and is entitled to expect this in return.

Training and Development

Mersey View Learning Trust has a shared responsibility with the post holder for identifying and satisfying training and development needs. The post holder is expected to actively contribute to their own continuous professional development and to attend and participate in any training or



development activities required to assist them in undertaking their role and meeting safeguarding and general obligations.

Mobility

The post holder may be required to transfer to any job appropriate to their grade at such a place as in the service of the Trust may be required, in accordance with legitimate operational requirements and / or facilitating the avoidance of staffing reductions

The post holder is also required to

Undertake a systematic study of practice with a consequent programme of self and professional development to ensure that the necessary skill, knowledge and understanding are kept up to date.

- Be aware of and comply with all school policies. It is important that all staff keep up to date with current policies and any concerns are reported to the relevant named persons without delay.
- To promote equality, diversity and inclusion and demonstrate this within the role.
- To play a full part in the life of the school community, to support its distinctive mission, aims and the ethos.
- To set an example of positive personal integrity and professionalism with appropriate communications and relationships at all levels.
- To undertake such other duties which may be regarded as within the nature of the duties and responsibilities for the grade of the post as defined and subject to any reasonable adjustments under the Equality Act 2010. Any changes of a permanent nature will be incorporated into the job description.

Endorsement

This job description reflects the major tasks to be carried out by the job holder and identifies the level of responsibility at which the jobholder will be required to work, as at the date on which the last review took place.

This job description may be subject to review and / or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder and will be commensurate with the salary grade for the job. The jobholder is expected to comply with any reasonable management requests.

Declaration

I accept this job description.

Print Name:

Signature:

Date:



Person Specification

Student Support Manager

	Essential/ desirable
Qualifications and Training	
• Good educational background including 4 A*-C at GCSE or equivalent including English.	E
• A levels or equivalent vocational qualifications	D
• Additional IT qualification.	D
Knowledge, Skills and Understanding	
• Competency in word and data processing.	E
• Good oral communication skills.	E
• Ability to think ahead, plan and organise work priorities.	E
• Ability to handle pressure in a busy office.	E
• Good working knowledge of a range of computer applications including Microsoft Word and Excel.	E
• First Aid trained or have the ability to undertake First Aid Training	E
• User knowledge of SIMS system.	D
Experience	
• Proven experience of working closely with young people and building positive, professional relationships	E
• Ability to manage a workload of competing priorities.	E
• Experience of working with confidential information.	E
• Working to tight deadlines.	E
• Experience of working in a school.	D
• Experience of liaising with parents and other stakeholders.	D
Personal and Professional qualities – must be able to demonstrate the following:	
• Strive to achieve a high standard of performance and respond positively and promptly to the demands of the job.	E
• Flexibility, reliability, ability to act on own initiative.	E
• Attention to detail, accuracy.	E
• Ability to work under pressure.	E
• Confident and committed to team working. Willing to share ideas and knowledge for the benefit of other team members.	E
• Desire to work with young people.	E
• Good communication and organisational skills.	E
• Patience and understanding.	E
• Ability to work independently.	E



The above qualities will be assessed through a comprehensive recruitment process, which involves application analysis, scrutiny of reference and interview.

The post holder will be required to complete an enhanced Disclosure Barring Service (DBS) Check with appropriate barred list checks, or the equivalent and must be eligible to work in the UK.