



Student Support Manager

Job Description

Purpose of the job

To support positive behaviour, attendance and wellbeing of students at The Langley Academy.

Reporting to

Inclusion Manager

Main responsibilities

- To mentor pupils on an individual / small group basis in relation to academic or personal barriers to learning.
- Staff the central Student Support Manger Desk including pastoral administration tasks.
- Supervise and support students placed in our Alternative Centre of Education (ACE) / Inclusion Centre (IC)
- To act as First Aider (training provided)

Specific responsibilities

- Support the climate for learning by maintaining a presence throughout the day.
- Communicate clearly and effectively with parents building the home-school relationship.
- To assist the Raising Standard Leaders (RSLs) and Head of Faculties (HOFs) in supporting student behaviour.
- Log any safeguarding disclosures on CPOMS and follow up in line with our safeguarding policy.
- Write daily/weekly reports concerning identified students detailing any actions required.
- Support with pastoral or safeguarding meetings where applicable.
- Have a trauma informed and inclusive approach when working with all students.
- Support investigations of incidents of poor behaviour, taking statements from students and staff as appropriate
- Take part in the duty programme at morning breaks and lunchtimes
- Maintain up to date knowledge of key pastoral themes via CPD.
- Support the Behaviour / Inclusion Centre Manager in daily tasks
- Undertake other tasks as reasonably required by the Headteacher

Safeguarding responsibilities

- Promote and safeguard the welfare of all children and young people within the Trust.
- Uphold public trust and maintain high standards of ethics and behaviour, within and outside school by:

- treating students with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to the school environment;
- promoting and safeguarding students' wellbeing;
- showing tolerance of and respect for the rights of others and promoting a culture of inclusion.

General responsibilities

- Have a proper and professional regard for the ethos, policies and practice of the Academy and Trust.
- Have an understanding of, and always act within, the relevant professional standards and statutory frameworks. This includes those relating to Health & Safety, security, confidentiality and data protection.

Please note that this is illustrative of the general nature and level of responsibility of the role and not a comprehensive list of all tasks. The postholder may undertake other duties appropriate to the role. This job description may be subject to amendment at any time after consultation with the postholder.

Person Specification

Qualifications and experience	Essential	Desirable
Educated to GCSE level (at least grade C in English and Maths) or equivalent	✓	
Experience of using an inclusive approach to work with young people		✓

Professional Experience, Knowledge and Understanding	Essential	Desirable
Understanding of the secondary school curriculum.		✓
Knowledge of safeguarding and mental wellbeing practice within schools.		✓
Able to identify potential barriers to learning (e.g SEND) and develop strategies to overcome these barriers.	✓	
Ability to mentor/support students appropriately	✓	
An understanding of a range of inclusion strategies eg: PBS		✓
Ability to engage with and relate to students and families from diverse ethnic, cultural and social backgrounds	✓	
Ability to resolve problems fairly and without prejudice	✓	
ICT skills – MS office, email and internet		✓
Communication - high level of interpersonal skills	✓	
Flexible and adaptable, and able to work using own initiative	✓	

Personal Qualities and Skills	Essential	Desirable
Ideally, we are looking for someone who:		
Is reflective, self-critical, motivated and ambitious	✓	
Has passion and believes that every student can succeed at The Langley Academy	✓	
Is an effective communicator	✓	
Is patient and understanding	✓	
Committed to working within a team.	✓	

Last review date: January 2025