

Job Description

Pastoral Support Manager

Pay point 12 - Pay point 15 (full-time

Reporting To: SLT **equivalent)**

Working Hours: 36 hours per week, Term-Time Only

Summary

To support the Year Leads and other pastoral leaders in facilitating students' academic, social and pastoral development. This will be achieved by maintaining student discipline, promoting good attendance and providing students with high levels of pastoral care whilst educating them on the importance of the adherence to the Academy's rules for students. The role holder will also build good relationships with parents to build preventative and early intervention strategies and empowering them to get the most out of the education opportunities and services available to them.

Key Responsibilities

Student Attendance

- Conduct daily attendance calls in a timely and professional manner in order to improve attendance.
- Keep accurate records of attendance calls and monitoring, according to Academy policy.
- Use appropriate systems to account for unexplained absence.
- Promote punctuality and attendance by identifying students with poor punctuality and attendance, monitoring, informing parents, identifying and removing barriers and issuing sanctions and rewards as appropriate.
- Establish attendance contracts with families where attendance becomes a persistent concern.
- Make appropriate and detailed referrals to the EWO, as per the Academy's attendance policy.
- Deliver mentoring programmes that include setting targets for individual students in areas of attendance, punctuality, achievement and behaviour.
- Support student attendance in lessons by supporting with Academy-wide 'on call' policies; promptly removing barriers and returning students to lessons.

Student Behaviour Management

- Act as a positive role model of the Academy values in all interactions with students.
- Challenge and motivate students to meet the Academy expectations, as outlined in the Behaviour Policy and to develop their character in line with the LEAD values.
- Support the Academy Behaviour policy by ensuring situations are de-escalated and always follow the policy and processes.
- Where appropriate, and in line with the policy, conduct restorative conversations between students.

- Liaise with a range of stakeholders including House Coaches, teachers, Year Leads, pastoral staff and parents to identify and address concerns with behaviour.
- Promote positive behaviour and attitudes with individual students through mentoring and other interventions, in consultation with the Year Leads.
- Maintain relevant logs, Bromcom records and registers for behaviour as directed by the Behaviour Policy and SLT
- Support with the staffing of stepped escalation rooms according to the Behaviour Policy including Learning Walk, Shadow, Detention, Reflection and Correction/Escalation
- Support with the equipping and resourcing of Shadow, Reflection and Correction
- Support with investigations of behaviour incidents as directed by the Senior Team, including gathering statements, Bromcom records, parental communication and relevant documentation.
- Attend duty stations on time and ensure duty role is carried out fully, supporting key artefacts of the Academy for example Line Ups, Transitions and unstructured time.

Student Progress

- Work with students as directed by the Year Leads and SLT, who have been identified as requiring pastoral support
- Provide a listening ear for students with difficulties who want to talk in the initial instance
- Provide one-to-one support to pupils in order to support progress, learning and achievement.
- Deliver intervention that support students with negative attitudes to school, education, low self-esteem and poor social skills.
- Help pupils develop independent learning skills, to monitor their own behaviour, progress and attainment, through their individual learning plans and monitor their achievements, challenging low aspirations.
- Work with families/carers of children in need of extra support to keep them informed of the child's needs and progress and to secure positive family support and involvement.
- Liaise with a range of key stakeholders such as class teachers, heads of department and SLT to support students to be successful in particular lessons in which there might be barriers
- As directed by SLT, work and supervise pupils excluded from, or otherwise not working to the normal, mainstream timetable.
- Liaise and refer, in conjunction with the Head of Year, the appropriate agencies
- Be available for students during their break times and lunchtimes, before and after school
- Support with parent's evenings and revision sessions as required
- Support with Home Visits where required and as directed by Designated Safeguarding Leads and their deputies.

General Admin

- Keep accurate, confidential and detailed records for students
- Ensure that personal knowledge and appreciation of the range of activities, organisations and individuals that can provide relevant services and support for students is maintained,
- Provide appropriate administrative support e.g. telephone calls, correspondence and data compilation under the direction of the Year Leads.
- Support and supervise students on visits and trips and any out of school activities as required.
- Assist in the professional development of all staff in the academy with regard to supporting students with specific and sometimes challenging additional needs.

General

- The role holder may be required to perform any other reasonable tasks as requested by their Line Manager or members of the senior leadership team
- The duties and responsibilities of the position may be amended at any time in accordance with the needs of the Academy

Person Specification – Pastoral Support Manager

Knowledge and Experience

- Experience of supporting young people in an education or youth and community environment.
- Familiarity in conducting investigations or interviews

Skills and abilities

- An approachable manner and professional in approach to others
- Supportive and empathetic with the gravitas to manage and motivate students
- Tenacious, organised and able to prioritise workload effectively
- Able to work on own initiative and constructively as part of a team.
- High level of verbal and written communication skills
- Maintains a flexible approach to work and can remain calm under pressure.
- Excellent internal and external customer service skills.
- Takes responsibility for and respects the necessity of working confidentially.

All Academy staff are required to support and encourage the Academy's ethos and its objectives, and will be subject to the Academies policies and procedures.