**Information for Applicants**

**Pastoral Support Officer**

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| **An ambitious school at the heart of the community** |

**Manchester Road, Macclesfield, SK10 2EE**

**Tel: 01625 610220 Fax: 01625 610925**

**Website: www.tytheringtonschool.co.uk**

**Headteacher: Mr E. Botwe**

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| **JOB DESCRIPTION****Pastoral Support Officer** |

**JOB TITLE: Pastoral Support Officer**

Grade 4/5, Term Time plus 5 INSET; 37 hours per week

**JOB REPORTS TO:** Head of Administration

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**Student Support Officer**

**JOB PURPOSE:** To provide an efficient and effective student and school support service where students are all treated with respect. Assist in the provision of welfare, guidance and support between students, parents and other third parties.

**KEY RESPONSIBILITIES:**

* To be the initial point of contact for students, parents, Educational Welfare Officer, Safeguarding, Bridges and Heads of Year.
* To be a focal point for students during the school day – dealing with requests to go home, missing uniform, lost timetables etc. referring students as appropriate to other members of staff.
* Advise staff and students of policies and procedures and respond to relevant queries.
* Provide an answering service to internal and external callers ensure that all enquiries are dealt with efficiently and effectively.
* Organise meetings with students and parents for Head of Year as required.
* Support with attendance issues – check lesson registers during the day, chase up missing children, record C3’s.
* Produce reports and send to appropriate personnel – Uniform infringements, C3’s, Truancy, Late attendees, Detentions, Behaviour etc
* Assist with the uniform exchange initiative and any uniform infringements liaising with parents, Safeguarding, Heads of Year as appropriate.
* Organise a variety of appointments – counselling referrals, Careers, meetings with HOY’s, Nurses appointments.
* Ad hoc duties such as organising free school meals, support with the student Electives programme etc.
* Provide general clerical support such as collection of work for students who are absent.
* Manage all associated filing including overseeing, archiving and retention of student records
* Liaise with the Head of Administration regarding all relevant administrative issues.
* Undertake a range of office duties including word processing including mail merges, data input work, filing, photocopying, diary management, distribution of mail.
* To be the first point of contact for students in relation to any issues regarding First Aid.
* Manage and maintain the medical medicines register from the green admission forms, communicate with parents for appropriate authorisations and ensure that all medicines held in school are within their expiry dates and all paperwork is in place and accurate.
* Maintain an ability to deal with issues of a sensitive nature and awareness of how to handle confidential information.
* Any reasonable task as directed by the Head of Administration

Notwithstanding the details in this job description, in accordance with Tytherington School’s flexibility policy, the job holder will undertake such work as may be determined by your line manager/Headteacher from time to time, up to or at a level consistent with the main responsibilities of the role.

Signed:

Date:

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| **JOB DESCRIPTION****Pastoral Support Officer** |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| **Qualifications**  | GCSE English or equivalent A good standard of general education |  | Application |
| **Specialist Knowledge and Experience** | Experience of working with young people in a paid or voluntary capacity.Confident in using ICT such as Microsoft Office and SIMSPreviously worked in an office environment | Specialist knowledge of school policies and procedures Understanding of the principles of child development and learning processes | Application, interview |
| **Skills & abilities** | Ability to deal confidently with enquiries Good organisation skillsFirst Aid at Work qualification or willing to train |  | Application, interview |
| **Personal qualities and attributes** | Strong interpersonal and communication skillsWork effectively as part of a team, relating well to colleagues, students and parents.Respect for confidentially of information concerning studentsKeen to promote a welcoming and helpful image of the Pastoral Support team. |  | Interview |