

Person Specification: Student Support Manager

Qualification Criteria

- Right to work in the UK
- English and Mathematics GCSE (or equivalent) at grade C or above
- First Aid qualification or equivalent

Experience

- Experience of establishing effective, appropriate relationships with a variety of young people at the relevant age
- Experience of establishing effective relationships with families and other stakeholders
- Experience of working with challenging young people
- Experience of managing difficult behavioural situations calmly and confidently
- Experience of dealing with minor first aid issues calmly and confidently
- Experience of addressing student personal health and hygiene issues sensitively and confidently

Behaviours

- Displays an enthusiasm for working in a challenging educational environment
- Regularly demonstrates an enthusiasm for working in a challenging educational environment
- Ability to self-manage using own initiative as well as working as part of a team
- Demonstrates self-control and adaptability
- Has strong written and oral communication skills
- Has good listening skills enabling the effective building of relationships with others
- Possesses the ability to implement the necessary routines and patterns to establish good behaviour management within the school
- Understands the importance of confidentiality and discretion
- Demonstrate high levels of ambition and optimism regarding what the academy and its students will achieve
- Exemplify Ark/Academy policy and expectations
- Reflect critically on their own performance and respond positively to feedback regarding the performance of their duties
- Aspire to meet challenging targets
- Take responsibility for their own professional development
- Take full responsibility for all aspects of their work by identifying areas for improvement and instigating action on their own initiative

Personal skills and qualities and knowledge

- Genuine passion and belief in the potential of every student
- Helpful, positive, calm and caring nature
- Able to establish good working relationships with others
- Able to follow instructions accurately but make good judgements and lead when required
- Communicates high expectations

Other

- Commitment to equality of opportunity and the safeguarding and welfare of all pupils
- Willingness to undertake training
- This post is subject to an enhanced DBS check

