APPLICANT PACK

Parent Support Advisor

St Augustine's Catholic Primary School, Middlesbrough

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NICHOLAS POSTGATE Catholic Academy Trust

Letter to Applicants

Dear applicant,

We are delighted you have shown an interest in the role of Parent Support Advisor. Although we are a Catholic Trust we welcome both staff (and pupils) from all faiths to join our family of schools.

Within this application pack you will find:

a) Information on how to access the online application form and additional forms related to this (these can be completed electronically and emailed)
b) Job Description and Person Specification
c) Further information about our Trust including our Benefits and Wellbeing package.

Applicants should return their application forms to enquiries@staugustines.npcat.org.uk by the **closing date, Monday 10th November 2025, 9am.** Any gaps in previous employment must be explained.

Should you wish to have an informal discussion about the role, please do not hesitate to contact Mrs Charlie Dunning, Deputy Headteacher on 01642 599001.

As mentioned in the advertisement, a DBS disclosure is required for this post. It is important to note that:

Nicholas Postgate Catholic Academy Trust is committed to safeguarding and promoting the welfare of children.

We would like to take this opportunity to thank you for your interest in this vacancy and wish you well with your application.

Job Advert

Required:	As soon as possible
Salary:	£26,824 - £28,142 pro rata (actual salary £14,093 - £14,786)
Hours:	22.5 per week over 3 days, Term Time Only plus 1 week
Contract Type:	Permanent
Location:	St Augustine's Catholic Primary School, Gunnergate Lane, Coulby Newham, Middlesbrough, TS8 0TE

St Augustine's Catholic Primary School is part of the Nicholas Postgate Catholic Academy Trust (NPCAT), a family of 38 schools that includes two sixth forms and a football academy. With more than 12,300 students and 1,500 staff, NPCAT is now one of the largest multi-academy trusts in the UK.

We are seeking to appoint a highly motivated, well skilled and hard working Parent Support Advisor to become part of our enthusiastic and dedicated team for 3 days a week. The ideal candidate will be positive and proactive, have the ability to communicate effectively with parents, carers and external agencies to build supportive relationships.

They will be a Deputy Designated Safeguarding lead who will work in partnership with staff, pupils, parents, carers and other professionals to ensure that robust safeguarding procedures are in place. Working with a range of agencies, the role will enable pupils, particularly the most disadvantaged, to have full access to educational opportunities and overcome barriers to learning and participation. The work of the Parent Support Advisor will allow children and families to feel supported and will ensure effective outcomes in terms of improving mental health, wellbeing, relationships, attendance and home and school circumstances for many of our families, whilst bearing in mind the distinctive Catholic nature of our school.

We are looking for someone who will:

- Develop strong professional partnerships with a range of external agencies.
- Have an excellent up to date knowledge and understanding of safeguarding issues and procedures, particularly in relation to the most recent Keeping Children Safe In Education guidance.
- Have a proven record of dealing effectively with safeguarding cases.
- Promote and support the Catholic ethos of the school.
- Be a positive role model in terms of behaviour, work and attitudes.
- Establish and foster good relationships with all parents/carers of children at the school.
- Be an excellent communicator, demonstrating strong IT skills, including the use of CPOMS.
- Is highly motivated and flexible and enjoys working as part of a team.

We offer you:

- A welcoming community with a strong Catholic ethos;
- Well behaved and motivated children who enjoy learning and coming to school;
- A welcoming and supportive staff team;
- Supportive and dedicated parents and governors;
- Opportunities for your own Continuous Professional Development.

Visits to the school are very welcome. Please call the school office on 01642 599001 and ask for Mrs Charlie Dunning, Deputy Headteacher or email the school at enquiries@staugustines.npcat.org.uk to arrange a visit or for further information.

Closing date: Monday 10th November 2025, 9am
Interview date: To Be Confirmed

Please refer to the back cover of the application pack for details of how to apply for this position.

Nicholas Postgate Catholic Academy Trust is committed to equality of opportunity, safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The post is subject to an enhanced DBS check along with other relevant employment checks. The successful candidate will be required to sign a Catholic Education Service contract.

Job Description

The Trust is committed to safeguarding and promoting the welfare and safety of children and young people and expects all staff to share this commitment.

Post title: Parent Support Advisor

Grade: F SCP 8-11

Responsible to: Executive Headteacher

Parental influences have a powerful effect upon children's attitudes, achievements and life outcomes. The role of the PSA is to assist in tackling underachievement by working in partnership with families, parents, carers and pupils in a school context to enable pupils, particularly the most disadvantaged, to have full access to educational opportunities and overcome barriers to learning and participation, whilst bearing in mind the distinctive Catholic nature of our school

Job Purpose

- Work directly with parents in a non-judgemental way empowering them and their families to get the most out of the educational opportunities available
- Maintain the positive ethos and core values of the school
- Contribute and participate in the team working ethos of the school
- Focus their work on preventative and early intervention activities. They will work in a school context where presenting needs are below the thresholds that trigger the involvement of specialist services and other agencies
- Support the Safeguarding duties of the school
- Perform such particular duties as from time to time may be reasonably assigned to him/her by the Headteacher.

Main Responsibilities

- Develop good relationships with parents/carers of children at the school and encourage parental involvement in the school and its activities;
- Be proactive and inclusive in identifying needs, and support children and families with information, advice and guidance in parent-craft and children's upbringing. To prevent the risk of continued social/emotional behavioural problems leading to exclusion.
- To investigate concerns raised by parents, pupils and teachers as agreed by the Headteacher.

- To investigate concerns raised by parents, pupils and teachers in consultation with the Headteacher.

The PSA will:

- Promote and support the Catholic ethos of the school
- Be a positive role model in terms of behaviour, work and attitudes
- Establish and foster good relationships with all parents/carers of children at the school.
- Encourage involvement of all parents in the school and its activities. Build relationships with new parents and assist in induction sessions.
- Promote the self-esteem of parents/carers, and help them communicate openly and provide good parenting. Discuss, when necessary, in a confidential manner, difficulties at home.
- Support inclusive practice, focus work on preventative and early intervention activities, and with vulnerable and 'yet to be reached' children and families.
- Give pastoral/counselling support to pupils in school as required.
- Liaise with pupils' teachers and, if necessary, the school's SENCO, Head Teacher, DSL, Attendance Officer and other agencies regarding issues that have arisen during the week and how to help and support the child and family move forward. Also, to be involved with Common Assessment Framework (CAF) processes.
- As a Deputy Designated Safeguarding Lead, liaise with the Designated Safeguarding Lead and other professionals and feedback information (e.g. Core group, TAF, CP Conference, Early Help)
- Support the management of a caseload for social services and co-work cases in line with the needs of the school
- Act appropriately should areas of concern arise by following the Child Protection Policy and procedures adhered to by the school
- Understand the impact of good attendance for the child.
- Share information on practical childcare and parenting skills.
- Keep up to date on the range of agencies working locally in order to maintain knowledge of, and share, services that parents might be signposted to.
- Discuss with future secondary/previous primary school (as appropriate and if necessary) the pupil's situation in a confidential manner to help the pupil progress.
- Actively promote the family support services provided.
- Keep effective records and provide data, as required, for school and local authority needs.
- Participate fully in regular supervision sessions, staff appraisal and in-service training.
- Also, such other duties as may from time to time be necessary, compatible with the nature of the post.

Safeguarding, Equality & Diversity and Health & Safety

- To safeguard and promote the welfare of children for whom you have responsibility or come into contact with, to include adhering to all specified procedures.

- To carry out your duties with full regard to the NPCAT's Equality Policy and objectives.

- To comply with Health and Safety policies, organisation statements and procedures, report any incidents/accidents/hazards and take a proactive approach to health and safety matters in order to protect both yourself and others.

These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the Headteacher may determine.

PLEASE NOTE THAT SUCCESSFUL APPLICANTS WILL BE REQUIRED TO COMPLY WITH ALL ACADEMY TRUST POLICIES.

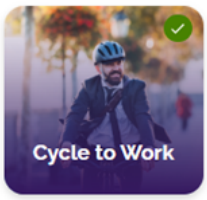
THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO FULL ENHANCED DISCLOSURE CHECKS – AND THESE WILL BE SUBJECT TO RECHECKING AS APPROPRIATE

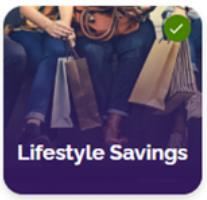
Person Specification

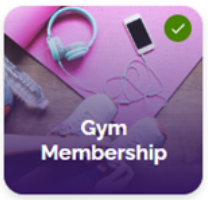
Stage	Essential		Desirable	
Qualifications & Training	E1	Willingness to undertake training	D1	Recognised relevant Qualification at level 2 or 3
	E2	Good standard of general education to GCSE level or equivalent		
	E3	Good literacy, basic written English, communication and numeracy skills sufficient to support clear reporting & presentation skills		
Knowledge & Experience	E4	Knowledge of issues affecting families and parenting needs of children	D2	Good knowledge of the local community and school
	E5	Knowledge of available support services and referral routes	D3	Experience of working with pupils, parents, staff and the local community
	E6	Experience of team working – working alongside others to implement support packages	D4	Experience of multi-agency working, preferably including childcare, health and social care
	E7	Awareness of the stresses faced by families in current day society	D5	Experience of community/ voluntary/ parent/ partner agency links
	E8	Understanding of Keeping Children Safe in Education (DfE Guidance)	D6	Confident and knowledgeable about CAF processes
	E9	Up to date knowledge and understanding of safeguarding matters	D7	Knowledge of special educational needs
			D8	Experience of delivering individual or group-based support packages

Skills & Abilities	E10 E11 E12 E13 E14 E15 E16 E17	Ability to work as part of a team with school staff to identify those families who need support Able to build relationships with pupils and their families Ability to deal with difficult situations and/or individuals in a calm, fair but effective manner Ability to deal with sensitive issues in a confidential manner Understand different professional roles and perspectives Able to record work accurately Excellent ICT skills Able to prioritise workload & work to deadlines	D9 D10	Ability to facilitate groups Ability to use electronic files and database (e.g. CPOMs)
Personal Qualities	E18 E19 E20 E21 E22 E23 E24	Genuinely care for the well-being of children, parents and families Be approachable and have empathy with people in a range of circumstances Excellent communication, listening and observation skills Ability to work confidentially Evidence of adaptability and ability to use own initiative A commitment to inclusive education Work flexibly, to meet the needs of the school		
Special Requirements	E25 E26	Fully support and understand the Catholic ethos and values of the school and NPCAT To meet the travel requirements of the post.		

Why work for us







NPCAT recognises the importance of staff welfare and a managed workload and this is reflected in the way we treat our people.

As a responsible and caring employer, we appreciate and value each of our staff. Their holistic health and wellbeing are vital to enabling all of us to maintain the optimum work-life balance.

We see exceptional staff welfare as an essential element towards enabling us to develop a rich, nurturing climate for learning across all our schools.

We offer a broad package of emotional and practical support to our staff.

We are clear about our expectations of employees and offer a positive, transparent and supportive working culture in return.

We offer:

- Competitive pay
- Defined benefit pensions
- Annual pay progression and recognition of additional responsibilities
- Annual cost of living adjustment
- On-site parking at our school premises
- Support with parking and subsistence costs where appropriate.

Additional benefits include access to:

- Vivup - Lifestyle savings - store discounts
- Vivup - Discounted gym membership
- Vivup - Cycle scheme
- Full wellbeing package

NPCAT is committed to equality of opportunity and will not tolerate any harassment, intimidation, discrimination or victimisation.

How to Apply

Application form and further information is available from:

npcat.org.uk/current-vacancies

Applicants should complete and return a **Support Staff Application Form & Recruitment Monitoring Form** to: enquiries@staugustines.npcat.org.uk

Should you be shortlisted for an interview, you will be required to complete a Rehabilitation of Offenders Disclosure Form.

Job Description: This informs you of the main responsibilities for the post and explains what we are looking for. It informs you about the personal and professional qualities you need for this post. These criteria will be used to make the appointment.

Person Specification: This specification sets out which criteria will be used to shortlist candidates for interview.

If you require any additional information about this post, please contact Mrs Charlie Dunning, Deputy Headteacher on 01642 599001.

Thank you for your interest in NPCAT. We look forward to receiving your application.

Please note that if you do not hear from us within 2 weeks from the closing date you are to assume your application has been unsuccessful on this occasion.

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