



Role Profile for Pastoral Assistant

Accountable to:	Assistant Headteacher
Accountable for:	N/A
Location:	Oathall Community College
Grade:	4

Job Summary

The post holder will be the main point of contact for the 'on-call' system, coordinating requests for staff to attend incidents involving students. They will also undertake office administrative duties; answering phones, using Bromcom¹ and MCAS to send communications to parents, administering the behaviour systems (credits, detentions etc.)

General office duties

- Man the duty call-out system, triaging staff to attend incidents. This will involve using a walkie-talkie radio and sometimes locating missing students using CCTV or other means.
- Support the pastoral team by providing administrative support for the college behaviour and achievement systems (achievement events, behaviour events, detentions etc.)
- Undertake office administration tasks to support the pastoral function such as typing letters for staff, sending emails to parents using Bromcom/MCAS, answering phones etc.
- As directed, provide administration cover in the absence of other office colleagues.
- As directed, assist with data protection administration for example FOI requests, subject access requests

Customer Care and Presentation

- Provide high standards of customer care, so that the reputation of the College is enhanced.
- Assist visitors with queries in a professional, courteous and friendly manner, so that customer care standards are met, and complaints kept to a minimum.

Any Other Duties below but not limited to

¹ Bromcom is the college's management information system and MCAS is an online app for parents.



Role Profile for Pastoral Assistant

- To maintain confidentiality and observe data protection and associated guidelines where appropriate.
 - To carry out the duties and responsibilities of the post in compliance with the School's Equal Opportunities Policy.
 - Observe all Oathall Community College practices relating to child protection, security, fire and emergency and Health and Safety.
 - To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the level of responsibilities of the post.
 - Participate in in-service training as appropriate to the role.
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PERSON SPECIFICATION

Knowledge

Essential

Numerate & literate (GCSE and above)

Computer literate and able to type (must be able to answer emails professionally and promptly)

Desirable

Ability to use other Microsoft office software applications such as Excel, PowerPoint.

Secretarial or administration qualification

Skills

Essential

Able to communicate clearly and effectively, both orally and in writing

Able to arrange a personal work schedule and operate effectively with a minimum of formal supervision

A team player

Ability to use own initiative

Experience

Essential

Has experience of working with the general public

Has worked as part of a team



Role Profile for Pastoral Assistant

Has worked in an office environment and has good experience of office administration (post systems, telephone systems, email etc.)

Desirable

Has previous similar experience working in a school (voluntary or paid)