

Lancashire County Council

Role Profile - Operational Context Form

Post title: Mentoring and Pupil Support 3					
Directorate: CYP			Location:	Schools	
Establishment or team:				Post number:	
Grade:	Grade 7	Staff responsibility:	Yes/No	Essential Car user:	Yes/No
<p>Scope of Work – appropriate for this post:</p> <p>To supervise and coordinate a team of mentoring or pupil support staff to deliver established procedures to address the needs of pupils and their parents/carers who require additional support to overcome the barriers to learning; including attendance and behaviour.</p>					
<p>Accountabilities/Responsibilities – appropriate for this post:</p> <ol style="list-style-type: none"> 1. Contribute to the development of a whole school approach in creating and implementing policies and procedures to overcome obstacles to learning and improve participation in learning and school life. 2. Monitor pupil attendance and implement policies to improve attendance 3. Oversee support packages for pupils to reintegrate them into school following periods of exclusion / absence 4. Liaise with teaching staff to provide particular support to targeted pupils to raise achievement and attendance and help them to overcome barriers to learning including nurture groups. 5. Manage the supervision of pupils excluded from or not otherwise working to a normal timetable 6. Facilitate the sharing of information between the school and external agencies and act as the point of contact for specialist support services 7. Work in partnership with external agencies to support attendance initiatives, campaigns, parental responsibility measures and school attendance and exclusion sweeps and set up resources/initiatives to help address barriers to learning 8. Support the identification of alternative provision for pupils with persistent absence 9. Manage the supervision of pupils excluded from school or following a different timetable 10. Liaise with parents / carers of excluded pupils to explain the reasons for exclusion and agree a way forward, including procedures for return to school 11. Provide advice and support to parents / carers of excluded pupils including making home visits where appropriate to keep parents/carers informed and secure positive family support 12. Monitor the implementation of plans and report on progress achieved, support the re-integration of pupils excluded from school or following an alternative timetable <p>Individuals in this role may also:</p> <ol style="list-style-type: none"> 1. Manage the budget for the mentoring service 2. Line manage other pupil support staff including conducting professional development reviews 3. Undertake the duties of Head of Year and/or Pastoral Manager 					

Additional supporting information – specific to this post.

Prepared by:	EPR Team	Date:	
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Attendance

Good attendance enhances the service delivered by schools, minimises staffing difficulties and ensures best value to the school. It is essential that applicants for positions in this school can evidence a previous satisfactory attendance record/commitment to sustaining regular attendance at work.

Grade Profile

Level One – Technical/Professional (Grade 7)

Level One Purpose Practitioners who carry out routine technical activities and specialised support to a relevant professional area. Working under supervision and mentoring.
Scope of Work Roles are generally reactive and work within established Council systems and procedures, to an agreed quality standard or specification, under the general guidance of more experienced colleagues. Roles may deal with complex issues that need a degree of diagnosis and analysis in order to recommend the best course of action. Communication skills are important as role holders will be interacting with internal and external 'customers' regularly.
Accountabilities/Responsibilities <ul style="list-style-type: none">▪ Select appropriate procedures to independently carry out specified technical tasks of a low risk nature (e.g. designs, inspections, assessments, analyses) to produce the required technical output (e.g. identification of customer needs, implementation of routine service processes).▪ Undertake specialised technical and analytical support activities to assist professional colleagues in delivering more complex services.▪ Provide timely collection, processing and simple analysis of routine technical data and follow up on discrepancies/omissions to support the delivery of services.▪ Provide information and practical, routine advice to customers by interpreting established procedures and applying best practice within technical field.▪ Provide technical guidance and resolve non-standard issues for more junior non-technical staff to ensure customer and service issues are effectively resolved.▪ Keep up to date with changes in policy/legislation/contractual requirements to ensure service delivery is effective and complies with appropriate regulations, quality standards and service level agreements.
Skills, knowledge and experience <ul style="list-style-type: none">▪ Detailed knowledge of the practical application of specialised processes/procedures relevant to the role, typically gained through extensive practical experience.▪ Relevant vocational qualification or technical training. May be working towards a professional qualification or be of graduate entry level.▪ Experience of working independently with relevant specialised systems, equipment and/or IT software.▪ Analytical skills▪ Ability to clearly explain technical issues to non technical users▪ Empathy and sensitivity to the needs of individual customers▪ Up to date knowledge of relevant policy, technical, regulatory or professional framework. <p>In addition to the skills, knowledge and experience described, you may be required to</p>

undertake a lower graded role as appropriate.

Performance Measures

- Quality of own work against legal, safety and best practice standards
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer feedback