



Job Description & Person Specification

Pastoral Officer

Grade 4

Full-time (36 hours 40 minutes per week), Term Time plus 5 days

Permanent

Reporting to:

Student Support and Attendance Manager

Core Purposes

1. Support efficient and effective communication between parents, staff and students, driving standards and ensuring excellent customer service.
2. To play an active part in the work of the Student Support team especially in relation to attendance, punctuality, pastoral support and child protection.
3. To deliver front-line support to students and parents, managing and resolving queries and issues.
4. Support the Directors of Learning and Senior Leadership Team in resolving pastoral concerns.
5. To support the organisation of key school events, including transition, induction and progression events.

KEY TASKS

Support efficient and effective communication between parents, staff and students.

1. To act as the first port of call for parental telephone calls, addressing and recording parental concerns and directing issues to relevant members of staff as appropriate.
2. To provide support to students with a range of personal and school related concerns, using school systems to record and update information.
3. To provide operational support to staff and students, including managing student window enquiries.
4. Provide an initial response to child protection and safeguarding issues, referring issues to members of the safeguarding team where appropriate.
5. To investigate allegations of bullying and other poor behaviour, take statements and work with senior members of staff to provide effective resolutions including Restorative Practice.
6. To arrange and attend parent meetings with the Directors of Learning and other colleagues.
7. To contribute to the school response if a student is identified as missing.
8. To inform relevant staff of issues impacting student welfare and progress.

To play an active part in the work of the Student Services team

1. To administer effective records of student attendance and punctuality and support the school's punctuality system.
2. To follow up and record attendance concerns according to school policy.



Job Description & Person Specification

3. To provide supervision of students in student social areas, the social exclusion room, Green Room and homework club as required.
4. To maintain effective records of key pupil information and to maximise the use of the school database for reporting purposes.
5. To assist with detentions, collecting, supervising and supporting students as agreed with pastoral leaders and line manager.
6. To coordinate the provision of education for students in fixed term exclusions, whether internal or external, through liaising with teachers and providing appropriate work.
7. To undertake home visits either alone or with other members of staff to follow up attendance and other concerns.

Event organisation and administration

1. To support the planning and delivery of transition, induction and progression events for students and parents, including the coordination of primary school visits and the collection and collation of transition data.
2. To help organise key school events and parents' evenings including administrative support.
3. To contribute to relevant meetings about student welfare, taking minutes where necessary.

Standard Duties

1. Proactively promote and comply with safeguarding / child protection in all areas of responsibility.
2. Understand the importance of inclusion, equality and diversity, both when working with pupils and with colleagues, and to promote equal opportunities for all.
3. To uphold and promote the values and ethos of the school.
4. Implement and uphold all policies, procedures and codes of practice of the school.
5. Support the school's Health, Safety and Welfare policy and be aware of the responsibility for personal Health, Safety and Welfare and that of others reporting any hazards and actively contribute to the security of the school, e.g. challenging a stranger on the premises.
6. Participate fully in staff training and development opportunities including attendance at staff meetings, and work to continually improve own and team performance, sharing skills and expertise with others as required.
7. Keep abreast of new technology, and make suggestions for improvement, assisting in the review and improvement of operational procedures as required.
8. Undertake any other additional duties commensurate with the grade of the post.

Whilst every effort has been made to set out the main duties and responsibilities of the post, each individual task undertaken may not be identified.

This job description is a guide to the duties and should be read in conjunction with the accompanying person specification.

This post is subject to an enhanced DBS disclosure check through the Disclosure & Barring Service.



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Qualifications		
High level of general education including GCSE Mathematics and English A*-C (or equivalent)	E	A
Willingness to obtain first aid certificate	E	A/I
Experience and Knowledge		
Experience of working in an educational environment	D	A/I
Experience of working with young people	E	A/I
Administration in an office environment	E	A/I
Can proactively plan and manage workload whilst reacting / responding to situations which arise	E	A/I/T
Experience of liaising effectively with other organisations and agencies to deliver outcomes	D	A/I
Experience of Restorative Practices to improve relationships	D	A/I
Experience of legal responsibilities placed upon schools to manage attendance	D	A/I
Professional Skills		
Empathy with and respect for young people	E	I
Approachableness and ability to inspire respect and confidence	E	I
Professional resilience and integrity and the ability to handle confidential issues and material sensitively and appropriately	E	A/I
Excellent communication skills with both adults and children (e.g. pupils, parents, staff, external agencies, etc.)	E	A/I/T
Ability to work under pressure, self-motivate, plan, organise and prioritise effectively	E	A/I/T
Ability to use initiative and be proactive	E	A/I/T
Can demonstrate reliability, flexibility, professionalism	E	A/I
Ability to work as part of a team	E	A/I
Demonstrate a commitment to safeguarding and promoting the welfare of the students within school	E	A/I
Ability to work to deadlines with excellent attention to detail and accuracy levels	E	A/I/T
Ability to analyse and interpret data	E	A/I



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Personal		
Flexibility with working hours and ability to cope with a wide range of tasks in a busy and changing environment	E	A/I
Excellent timekeeping and attendance record with an enthusiastic and positive attitude	E	A/I
A commitment to equal opportunities	E	A/I

A: Application

I: Interview

T: Test

N.B. Any candidate with a disability who meets the essential criteria will be guaranteed an interview.