

WINDLEHURST SCHOOL

Respect - Courage - Inspire - Achieve



Dear Candidate,

Thank you for your interest in joining the Windlehurst School family as a Pastoral Support Administrator. Within this information pack, you will find the job description and person specification tailored to this vital role. If you would like to visit our school to see our ethos in action, we highly encourage you to do so; please do not hesitate to contact us with any questions.

Windlehurst is a unique, vibrant, and diverse learning community. Our pupils are phenomenal, full of potential, and great fun to work with—ensuring that no two days are ever the same. We currently operate across two specialized sites: one in Hawk Green (Marple) and one in Stockport Town Centre (Millbrook). This particular role will be predominantly based at our Hawk Green site, though occasional collaborative support at our Millbrook site may be required.

All of our young people (aged 11–16) hold an EHCP for Social, Emotional, and Mental Health (SEMH) needs. Because our pupils navigate a range of complex individual challenges, they can exhibit highly challenging behaviour at times. This is why we look for staff who see behaviour as a form of communication. While the environment demands immense resilience, the rewards are unmatched. The breakthrough moments born from building positive, trusting relationships genuinely change lives.

We deeply value our staff and look after one another. To support you, we offer an array of incentives, including a free school lunch every day, comprehensive access to our Employee Assistance Programme (for physical and mental wellbeing services), and dedicated CPD pathways, including specialist trauma-informed training.

This is an incredibly exciting period of growth and expansion for Windlehurst. If you have the resilience, the heart, and the drive to be the champion our pupils deserve, we would love to receive your application.

Yours sincerely,

C Ormiston

Mr C Ormiston
Headteacher



Careers as
individual
as YOU



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

Windlehurst School Job Description

Job Title: School Pastoral Administrator
Department: Windlehurst School
Directorate: Stockport MBC

Vacancy Number:

Salary Grade: 4

37 hours per week, Term time only + 3 INSET days

Post Reports to: Pastoral Team

Post Responsible for: No Staff Responsibility

Main Purpose of the Job:

To help provide a comprehensive, efficient and effective administrative support service for the whole school with a focus on the pastoral support, attendance, SENco and family support team.

School Pastoral Administrator

These are the current priorities and may change, in negotiation, depending on the needs of the school.

Pastoral & SEND Administrative Support

- **Provide administrative support to the FAST (Family Advice and Support Team) and SENCo.** This includes maintaining written and electronic records, handling statutory submissions, drafting letters, photocopying, scanning, emailing, and managing phone calls.
- **Maintain accurate, up-to-date student records** on the school's Management Information System (MIS), ensuring pastoral notes, behaviour logs, and data changes are recorded promptly.
- **Safely log, track, and distribute confidential correspondence** from external agencies (e.g., Social Care, health professionals, CAMHS) to the relevant internal pastoral leads.
- **Liaise closely with school staff** involved in teaching, supporting, or providing pastoral care to students.
- **Administer school pupil attendance procedures** in line with statutory requirements and school policies.
- **Help arrange and manage pupil transport requirements**, liaising with external agencies as necessary.

Coordination & External Liaison

- **Manage and liaise with external agencies and professional bodies**, coordinating meetings, case reviews, and visits so they are strategically scheduled to fit around the school day and existing staff/student commitments.

Front of House & Visitor Management

- **Act as a main point of contact** for visitors, staff, pupils, parents, carers, outside agencies, and other stakeholders. Provide advice, information, and assistance via email, telephone, or face-to-face.
- **Manage school entry and exit procedures**, ensuring all security and visitor protocols are strictly followed in line with safeguarding requirements.
- **Provide hospitality** for visitors as necessary.

School & Staff Coordination

- **Organise staff meetings** and staff training sessions as required.
- **Support and promote the school ethos** and contribute to the overall aims of the school.
- **Undertake other duties** appropriate to the post as assigned by the Office Manager or Headteacher.

Compliance, Safeguarding & Student Welfare

- **Act as a designated First Aider** (*if applicable/training provided*) and administer/log student medication in accordance with school policy.
- **Be aware of and comply with policies and procedures** relating to child protection, safeguarding, health and safety, confidentiality, and data protection.
- **Maintain complete confidentiality at all times.**
- **Safeguarding Commitment:** Adhere to all school Safeguarding Policies at all times and ensure any concerns are raised immediately in line with School Policy.
- **Commitment to professional development**, including attendance at mandatory training, specific staff training sessions, or INSET days in line with safeguarding, health, and safety legislation.

This School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

To work positively and inclusively with colleagues and customers so that the School provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.

To fulfill personal requirements, where appropriate, with regard to School policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the School's Mission Statement.

To work flexibly in the interests of the school. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs, there will be consultation with the employee and any necessary personal development will be considered.

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Person specification for Pastoral Support Administrator

Attributes	Essential	Desirable	How identified
Relevant Experience	<ul style="list-style-type: none"> To have excellent ICT skills To have extensive experience in an office environment Dealing with the public, parents and visitors face to face and by telephone Experience processing and safely distributing highly sensitive / confidential records, child protection or external agency records Experience using data Management Information Systems 	<ul style="list-style-type: none"> Prior experience working in an educational establishment or setting where communicating with children was essential Experience coordinating meetings with parents / carers and external agencies (e.g., Social Care, CAMHS, SENCo etc) 	<ul style="list-style-type: none"> Application form Interview
Education & training	<ul style="list-style-type: none"> GCSE English & Maths A-C (or equivalent) Proficient with Microsoft office Packages / Google Suite 	<ul style="list-style-type: none"> Clerical, office or admin-based qualification (e.g., NVQ level 2-4) Prior training in Child protection, Safeguarding, or basic First Aid 	<ul style="list-style-type: none"> Application form Interview Certificates
Special knowledge & skills	<ul style="list-style-type: none"> To have a commitment to the protection & safeguarding of children & young people To be able to work as a member of a team & on your own Ability to remain welcoming, clear and calm under pressure when handling face to face enquiries or active incidents The ability to prioritise To pay meticulous attention to detail particularly when logging attendance or student welfare concerns To be innovative & proactive 	<ul style="list-style-type: none"> To have the ability to relate to children presenting challenging behaviour or emotional distress 	<ul style="list-style-type: none"> Application form Interview
Additional factors	<ul style="list-style-type: none"> Respects colleagues' & all stakeholders' attitudes, beliefs & traditions Is prepared to raise any concerns regarding discrimination against other people on the grounds of their age, sexuality, religion or belief, race gender or disabilities To meet Stockport Council's standard of attendance 		<ul style="list-style-type: none"> Application form Interview