

Post Title:	Pastoral Support Coach
Hours of Work:	37 hours per week (Monday to Friday), 36 weeks per annum.
Place of Work:	The role is based at one of the NKC Colleges Group sites (Dartford / Gravesend / Hadlow / Tonbridge).
Salary:	Tier 5 pro rata, plus enhanced holiday pay.
Responsible to:	College Deputy Principal

Summary:

The postholder will provide proactive pastoral support and timely interventions to promote and sustain student engagement, attendance, retention and achievement. Working as part of an 'early help' offer, they will identify and address barriers to success at the earliest opportunity, ensuring students receive appropriate support to remain engaged and achieve their potential.

Working closely with curriculum and support colleagues, the postholder will contribute to the effective safeguarding of students, identifying concerns and implementing appropriate strategies to prevent escalation and promote positive outcomes. They will work collaboratively with Welfare & Safeguarding, Learning Support and, where appropriate, external agencies and outreach services to ensure a coordinated, responsive and student-centred approach to support.

Duties, Responsibilities and Accountabilities:

1. Monitor and provide appropriate support to students and apprentices identified as 'at risk', as directed by the Deputy Principal, promoting continued engagement, addressing barriers to participation, and reducing the risk of disengagement or withdrawal from College.
2. Monitor and review student and apprentice attendance, and collate records to contribute to the production of accurate and timely weekly and monthly reports.
3. Promote high standards of student behaviour and contribute to the effective management of student attendance, punctuality and code of conduct.
4. Deliver timely, targeted and effective interventions that strengthen pastoral care, guidance and support, enabling students to overcome barriers, remain engaged and achieve positive outcomes.
5. With appropriate direction and support, deliver targeted student engagement opportunities that improve student participation, experience and outcomes.
6. Work closely with the Welfare & Safeguarding team to support safeguarding cases, recognising and responding to safeguarding concerns in line with college policy and ensuring that safeguarding concerns are promptly escalated to the College Welfare and Safeguarding Team.
7. Maintain timely, effective and appropriate communication with Welfare & Safeguarding and Learning Support colleagues, and, where required, coordinate with external agencies, outreach services, parents and / or carers to ensure students receive appropriate and timely support.
8. Contribute to College initiatives to address disengagement of young people at risk, and identify suitable approaches to promote positive engagement, working with external agencies, outreach services, parents and / or carers where appropriate.

9. Effectively utilise student management systems, including eTrackr, to accurately record, monitor and report student engagement and safeguarding interventions.
10. Develop and maintain robust datasets and Key Performance Indicators (KPIs) to identify and monitor students 'at risk', providing timely management information that evidences the impact of interventions, informs decision-making and supports improved student engagement and outcomes.
11. Assist the Deputy Principal in the preparation of management reports by analysing student engagement data to identify trends, themes and patterns of disengagement across the College.
12. Maintain accurate records of student withdrawals and the reasons for leaving, using this information to identify trends and inform effective retention and prevention strategies for current and future cohorts.
13. Contribute positively to a safe learning and working environment, promoting and maintaining high standards of Health and Safety and Safeguarding compliance.
14. Contribute to the wider student experience and College community by working collaboratively with colleagues and supporting key activities and processes, including promotional activities and open events, student admissions and enrolment, induction, reception cover, examination invigilation and graduation events. These responsibilities are not exhaustive and may vary from time to time in response to College priorities and student needs.
15. Maintain and enhance personal and professional development to meet the changing demands of the role, participating in appropriate training and development activities as required, including, with College support, obtaining suitable mental health and physical first aid qualifications.
16. Meet College IT standards and requirements specific to the role.
17. Undertake such other duties, training and/or hours of work as may be reasonably required, consistent with the general level of responsibility of the role.

All employees of the College are expected to work in such a way that delivers the following behaviours:

1. Customer focussed, through a "can do" attitude.
2. Consistent and reliable.
3. Has a collaborative, supportive and tolerant approach.
4. Reflective, and embraces new initiatives in order to improve performance.

These behaviours will form part of the criteria within the Appraisal process.

PERSON SPECIFICATION			
CRITERIA	ESSENTIAL	DESIRABLE	ASSESSED BY (Application, Task, Interview)
(1) Qualifications:			
Level 2 (or equivalent) qualification in English and Maths.	√		Application

Relevant qualification or training in counselling, youth work, mentoring, education, social care or a related field.		√	Application
Mental Health First Aid and Physical First Aid qualifications, or willingness to obtain within first 4 months of employment.	√		Application
(2) Knowledge to include:			
Understanding of the barriers that can affect student engagement, attendance, retention and achievement.	√		Application / Interview
Understanding of effective early intervention and pastoral support approaches.	√		Application / Interview
Understanding of safeguarding responsibilities and procedures when working with young people.	√		Application / Interview
Awareness of relevant external support services, agencies and community/outreach provision.		√	Application / Interview
Understanding of how data and management information can be used to identify trends, inform interventions and improve student outcomes.	√		Application / Interview
(3) Experience to include:			
Experience of providing effective pastoral, welfare, mentoring, guidance or support to young people.	√		Application / Interview
Experience of working collaboratively with colleagues across different teams or professional disciplines.	√		Application / Interview
Experience of maintaining accurate records and using electronic systems to record and monitor interventions.	√		Application / Interview
Experience of working with external agencies, outreach services or other partner organisations.		√	Application / Interview
Experience of developing or delivering student engagement activities or initiatives.		√	Application / Interview
(4) Skills and Attributes to include:			
Excellent interpersonal and communication skills, with the ability to build positive, professional relationships with students and colleagues.	√		Application / Interview
Strong organisational skills, with the ability to prioritise competing demands and manage a varied workload.	√		Application / Interview
Ability to maintain accurate, confidential and timely records.	√		Application / Interview
Ability to use management systems and other digital tools (inc. Microsoft Office suite) effectively.	√		Application / Interview

General:

The job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

All staff are expected to be professional, co-operative, and flexible within the needs of the post, their team and the College and to comply with the College employment policies and procedures but in particular the Code of Conduct, DBS, Health & Safety and Data Protection Policy, which can be located on the College StaffNet system or via the People Department.

Please sign as confirmation of your understanding and acceptance of the role. You should retain one copy for your records and return one copy to the People Department.

Sign: _____

Print: _____

Date: _____