



United Learning
The best in everyone™

Briefing Pack for Applicants

Peer Conflict Resolution Officer

December 2025

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Section 1 - Post Advertisement



Barnsley Academy

The best in everyone™

Part of United Learning

Job title:	Peer Conflict Resolution Officer
Location:	Barnsley Academy, Farm Road, Kendray, Barnsley, S70 3DL
Starting salary:	Band 2 FTE of £28,000 - £29,500 gross per annum pro rata (actual of £24,160.77 - £25,455.10 gross per annum)
Contract:	Permanent, full-time, 37.5 hours per week, 39 working weeks
Start date:	As soon as possible

Barnsley Academy is seeking to appoint a dedicated and hardworking Peer Resolution Officer to complement our existing Behaviour/Pastoral team. The main role is to provide peer conflict resolution support to de-escalate ongoing peer disputes or proactively reduce the risk of potential conflict, investigate allegations and ensure support is put in place for all concerned, communicate with parents and carers and help students resolve conflict.

The recent Ofsted report (January 2025) highlights that “the school is a welcoming and vibrant place”, “is aspirational for what pupils can achieve”, and “has high expectations for pupils’ behaviour.” Inspectors noted that “Leaders know the school well”, “ensure that staff have the support and training that they need”, and that “staff feel supported by the school.” Barnsley Academy is a UNICEF Gold Rights Respecting school, reflecting our commitment to achieving equity for all students, leading to the best possible personal and academic outcomes.

Please watch our Welcome Video to find out how our values of Ambition, Determination and Respect underpin everything that staff and students do here at Barnsley Academy: [Barnsley Academy > Video](#)

The academy is part of United Learning, a national group of schools and academies. Barnsley Academy is an 11-16 secondary. As part of United Learning our aim is to bring out ‘the Best in Everyone’ and we continuously strive to ensure that students and staff have every opportunity to succeed, with their potential developed to the utmost.

United Learning is one of the largest and most successful Trusts in the country who offers unrivalled Continuing Professional Development (CPD) and training, including opportunities for nationwide networking.

We will offer you:

- Highly competitive pay.
- Excellent facilities and resources in a respectful working environment.
- Access to an outstanding professional development programme.
- Polite, respectful and dedicated students who want to learn and fulfil their potential.
- Colleagues who are supportive, friendly and who are committed to each other’s professional development.
- A chance to become part of one of the largest groups of schools in the country with opportunities to work collaboratively with colleagues in schools within the Yorkshire cluster and across United Learning.

- Excellent employee benefits which include a highly sought-after pension scheme with high employer contributions, a paid personal leave day each year, and a generous staff discount scheme.
- Three extra INSET days for planning per year.
- Access to a free and confidential Employee Assistance Programme (EAP) and Health Cash Plan.
- Access to training through the Apprenticeship Levy.
- We are open to requests for flexible or part-time working; and we encourage open and regular conversations about work-life balance.

The successful candidate will be:

- Able to communicate appropriately and effectively with young people, parents and carers
- Flexible to work throughout the school within different departments and with different age ranges daily.
- Someone who shares our moral purpose of ensuring that all of our young people receive the best education possible in a supportive environment from people who care about them.
- Someone who will inspire our students to achieve their potential.
- Someone with a fundamental belief in the power of education to enable students to achieve anything they set their minds to.
- Act as a role model to students so professionalism and confidentiality will be key attributes.

If you possess these qualities and share the academy's vision then we will be delighted to hear from you. Please refer to the job description and person specification for further details.

How to Apply:

To apply, please click the 'Apply Now' button at the top of the advert on our website using the following link to our vacancies page: [Barnsley Academy > About Us > Vacancies](#) and complete our online application form. Please note that CVs are not accepted.

Closing Date, Shortlisting and Interviews:

The following gives an indication of the planned timescales for the appointment process (*shortlisting and interview dates may be subject to change*):

Application Closing Date	By midnight on Sunday, 11 January 2026
Shortlisting	Monday, 12 January 2026
Interviews	w/c Monday 19 January 2026

If you would like to discuss this exciting opportunity, please contact hr@unitedlearningyorks.org.uk

United Learning is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Employees will, in accordance with statutory guidance, be subject to a comprehensive checking process including references from current and previous employers, health, right to work in the UK, an Enhanced DBS check and a further check against the appropriate barred list.

Section 2 – United Learning

Barnsley Academy is part of United Learning which is a large and growing group of schools aiming to offer a life changing education to children and young people across England.

Our schools work as a team and achieve more by sharing than any single school could. Our Subject Specialists, Group-wide Intranet, our own curriculum and online learning portal all help us share knowledge and resource, which supports simplifying work processes and managing workloads for an improved work-life balance.

As a Group we can reward our staff better, we provide good career opportunities, better pay, employee benefits and ultimately, the satisfaction of helping children to succeed. We invest in our staff wellbeing. Our academies each have at least eight INSET/training days per year (with three of those solely dedicated to planning) and an ongoing group-wide wellbeing programme. It is an ethos we call 'the Best in Everyone'.

We are working hard to become a more diverse organisation, which is key to our commitment to bringing out 'the Best in Everyone'. We welcome applications from everyone committed to this ethos and would particularly welcome applications from black and minority ethnic candidates who are currently under-represented in the Group as a whole. We always appoint on merit. We are open to discussing flexible working options.

<https://unitedlearning.org.uk/>

Section 3 – Letter from the Regional Director

Dear Candidate

Thank you very much for your interest in the role within the Yorkshire United Learning Cluster. The cluster itself is a close-knit group of four Secondary Academies: Barnsley Academy, Fir Vale Academy, Sheffield Park Academy and Sheffield Springs Academy, who work alongside a number of local Primary Academies; all from within the United Learning Trust.

The cluster is well-established and has excellent support from locally based cluster central services. These cover Business Management, HR, IT and Site/Estate Facilities. They are led by an Executive Business Manager. This provides our Academies with excellent trained advice and support in these areas; this benefits the leadership and wider staff of every Academy.

United Learning Trust is a national organisation serving Primary and Secondary Academies, all-through Academies and Independent Schools. Our ethos is, “the Best in Everyone”. This is a useful phrase that sums up the work and focus of the organisation. Every decision taken is done with this aim in mind: for staff, for students and for the community. The Trust values of Respect, Determination and Ambition are driven through the Character Programme, which each Academy has carefully interpreted in their own way. The Trust attributes of Creativity, Confidence and Enthusiasm are demonstrated at every level.

United Learning, and Academies within the Yorkshire Cluster, demonstrate a strong commitment to staff CPD and staff wellbeing. If you join our schools you will be inducted, supported and developed in a deliberate way from before you even take up post. Our status as an Academy Trust enables highly competitive rates of pay progression and our employee schemes, such as Westfield, are an attractive feature of employment.

Above everything, we put young people first and seek to recruit adults who share this view. We work with students, parents and families to provide a structured, supportive experience that enables them to achieve as well as they possibly can and become excellent scholars and rounded individuals. We insist on classrooms and corridors that are respectful, orderly places where everyone is expected to display positive and mature attitudes.

Applying for a new job is a huge investment of time and emotional energy. The recruitment decision has to be right for employee and employer. I would encourage you to seek out any information you need in order to make the important decision to apply and we welcome visits to our schools in advance of applications wherever this might be helpful.

I do wish you the very best with your application and thank you again for considering us.

Best wishes,

Laura Moore
Regional Director
United Learning

Section 4 – Letter from the Principal of Barnsley Academy



Dear Candidate

Thank you very much for your interest in joining Barnsley Academy. I am extremely proud to call myself Principal of this wonderful school and to lead such a dedicated and highly skilled staff team.

Barnsley Academy is a thriving, inclusive secondary school at the heart of our local community. As part of United Learning, we are committed to delivering an education with character—one that nurtures academic excellence, personal development, and a strong sense of belonging. We serve a diverse student population and are proud of our inclusive ethos, high expectations, and relentless focus on ensuring every child achieves their full potential.

Barnsley Academy is a place where professional growth is supported, and every member of our team plays a vital role in shaping the future of our students and our school. Our staff are passionate, collaborative, and deeply committed to making a difference.

We are an outward-facing school, learning from outstanding schools both within the group and beyond. We are unapologetic about our high standards and unashamedly ambitious for all of our students and we are on a journey to becoming a great school with excellence as standard. As part of this journey, we have created a culture that is warm and strict, disciplined and joyful, and ensures disruption-free classrooms, so that teachers can teach and students can develop both their knowledge and character.

In addition, we are committed to staff wellbeing and have a wide-reaching wellbeing programme in place. We listen to the views of our staff team and strive to make Barnsley Academy a brilliant place to work for all, ensuring workload is considered and carefully balanced to ensure staff have the greatest possible positive impact on the young people of our school.

Location

Our academy is located close to Barnsley town centre, with excellent connections to wider transport networks. The M1 motorway is just minutes away, whilst strong rail links are in place with connections to cities like Sheffield, Leeds and Huddersfield.

If you are aligned with our mission and values, we very much look forward to hearing from you and would be delighted to welcome you for a visit should you wish to have a look round before applying for the post.

Good luck with your application and thank you again for considering Barnsley Academy as the next stage in your career.

Best wishes,

Stephen Pitcher
Principal
Barnsley Academy

Section 5 – Job Description



Job Description

Post title	Peer Conflict Resolution Officer
Salary	Band 2
Responsible to	Assistant Principal - Behaviour
Responsible for	There are no direct line management responsibilities associated with this role.
Role purpose	To provide support to the Pastoral Support team
Relevant qualifications	<ul style="list-style-type: none">• Minimum GCSE grade C or above or equivalent Level 2 in English and Mathematics.• Experience of working with and supervising young people.

The postholder must, at all times, carry out their duties and responsibilities within the spirit of United Learning Trust and academy policies and procedures, and within the legislative framework applicable to academies.

Role Summary

To provide peer conflict resolution support to de-escalate ongoing peer disputes or proactively reduce the risk of potential conflict.

To fully investigate allegations of bullying within the Academy, ensure appropriate support is put in place for all students concerned, and communicate effectively with parents and carers.

To work closely with the Pastoral Support team and support the Assistant Principal for Behaviour in ensuring the smooth running of the school.

To help students resolve conflicts, promote a culture of respect and understanding, and ensure all anti-bullying policies and procedures are upheld.

To record and track peer incidents to allow effective monitoring of patterns and trends.

Key Responsibilities

Key Tasks and Activities

- Provide peer conflict resolution support and monitor conflict-related information.
- Lead on conflict resolution and bullying intervention, recording incidents and updating records.
- Meet with students involved in conflicts to understand their perspectives and facilitate resolution.

- Track conflict resolution outcomes and communicate regularly with parents and staff.
- Support conflict resolution plans and liaise with support workers when necessary.
- Assist with daily duties to ensure the smooth running of the school.
- Collaborate with the Pastoral Support team and support their duties when needed.
- Report to the Assistant Principal in charge of Behaviour.
- To liaise with teachers, support staff and appropriate support providers for our students, parents and families by building strong working relationships with outside agencies.
- To maintain regular contact and establish and encourage constructive, positive relationships with families/carers of students in need of extra support. To encourage participation and engagement with action plans, home liaison, face to face meetings, telephone contact, agency liaison, etc.
- To investigate any alleged instances of bullying within the Academy, by gathering and recording relevant information and findings, advising staff on appropriate follow up actions, liaising with affected students and parents/carers to ensure a resolution is achieved, communicated, and all records updated.
- To meet with students to take into account pupil views on their wishes and feelings, developing positive relationships and recording matters affecting the students' welfare and their lives.
- Track support programs to ensure they have maximum impact enabling the students to be safe, happy and successful, communicating regularly with parents and nurture good relationships and effective dialogue between parents and teachers about a students' progress, safety and wellbeing.
- To trigger Team Around the Family (TAF) assessment and run TAF meetings with relevant support workers identifying additional support and agreeing a plan of support for students and their families. To compile reports following meetings and sharing actions with relevant support workers.
- Encourage a culture of listening to children and taking account of their wishes and feelings in all circumstances which concern them.
- Make effective use of CPOMS online recording and monitoring system, keeping detailed, accurate records of any concerns and subsequent action taken.
- Attend and participate in meetings as required, before and after the Academy day.
- To carry out any duties as directed by the Principal which are commensurate with the nature and grade of the post.

General

- Develop excellent working relationships with colleagues internally, centrally and externally.
- Be an effective and flexible member of the team.
- Ensure any documentation produced is to a high standard and is in line with the in-house style.
- Participate in training and other learning activities as required.
- Participate in the Performance Management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To represent Barnsley Academy at events as appropriate.
- To support and promote the academy and United Learning's ethos, playing a part in strengthening relationships between academies in the cluster and between the cluster and central office.
- To be aware of, and comply with, United Learning's policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- To actively participate in continuous professional development and act as a positive role model across the academies and Trust.
- The above duties are not exhaustive and the post-holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Principal and Human Resources.

- This job description will be kept under review and may be amended via consultation with the individual, Principal and Human Resources as required. Trade Union representatives will be welcome in any such discussions.

Information

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore, been used in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post-holder.

I accept my job description and job title as detailed above.

Name (print)	
Sign	
Date	

Section 6 – Person Specification



Person Specification			
Post title	Peer Conflict Resolution Officer		
Salary	Band 2		
Education and Qualifications		Essential	Desirable
GCSE Grade C (or equivalent) or above in English and Maths.		X	
Qualification in administration			X
Driving License		X	
First Aid Qualifications			X
Experience		Essential	Desirable
Experience of working or establishing administrative systems, procedures and routines		X	
Experience of working with young people		X	
Experience of working in/with an educational establishment			X
Familiarity of working within a multi-agency environment			X
Experience working with young people in conflict situations		X	
Training in conflict resolution or mediation			X
Experience in a school environment			X
Knowledge and Skills		Essential	Desirable
Excellent IT skills - Microsoft Office Suite including Email, Internet, Excel, Word, MIS – data gathering, analysing and statistical reporting		X	
Excellent and confident written skills - report writing		X	
Excellent interpersonal skills – command confidence with parents/carers, students, senior staff, explain complex issues, assertiveness		X	
Excellent organisational, time management skills, energy and motivation		X	
Ability to maintain a high level of accuracy and attention to detail		X	
Ability to work independently in challenging circumstances and use initiative but also able to work constructively as part of a team		X	
Ability to function under pressure, establish priorities and work to strict deadlines		X	
Knowledge of systems and procedures applicable to a school environment			X
Ability and a commitment to work flexibly and to respond to unplanned situations			X
Knowledge and understanding of Child Protection and Safeguarding in a school setting		X	
Understanding of bullying and its impact on student welfare		X	

Ability to work collaboratively with the Pastoral Support team	X	
Personal Attributes	Essential	Desirable
Ability to deal confidentially, impartially and appropriately with situations	X	
Tact and diplomacy for dealing with students, parents, etc. conflict, challenge, patience, confidentiality, discretion, sensitivity, initiative	X	
A desire to develop skills and knowledge through ongoing CPD	X	
Exemplary attendance and punctuality	X	
Ability to work additional hours as required		X
Commitment to the highest standards of child protection	X	
Recognition of the importance of personal responsibility for health and safety	X	
Commitment to the school's ethos, aims and its whole community	X	
Strong interpersonal and communication skills	X	
Ability to mediate and resolve disputes effectively	X	

Section 7 – The Appointment Process

These notes are intended to guide you when making an application.

The Application Form

The application form is accessible via the 'Apply' link on the job advertisement. Please complete the application form neatly, fully and accurately, including exact dates. You are requested to submit a concise application. CVs are not accepted.

Education and Training

State your qualifications and any training you have undertaken relevant to the post.

Present Appointment

Make it clear what your present post is, which establishment you work in and who your employer is.

Previous Appointment

When completing this section it is important that you offer a continuous record, or an explanation of any gaps to allow full account to be taken of your experience, for example, child raising, voluntary work.

Referees

Suitable referees are people who have direct, recent experience of your work and who are in responsible positions. Reference will be taken if the candidate is successfully short-listed for interview. We may need to contact them at short notice so please be specific with regard to contact addresses including e-mail and telephone numbers.

The Supporting Statement

The supporting statement is regarded as a very important part of your application. You should make statements that demonstrate how your qualifications and experience match the post.

Arrangements for Interview

Shortlisted applicants will be contacted as soon as possible after the closing date. Referees are contacted prior to the interview stage for teaching and support staff posts. We would ask that all shortlisted applicants read the safeguarding information on the school website/s prior to attending the interview.

The Interview

Candidates will be invited to interview at the school during which time they will have the opportunity to meet staff and students and see the school at work.

Feedback

Feedback is offered to those candidates who are shortlisted, interviewed and not recommended for appointment. It is hoped that this information will help you with future applications.

Section 8 – Visitors/Contacts for Barnsley Academy



Barnsley Academy

The best in everyone™

Part of United Learning

Barnsley Academy
Farm Road
Kendray
Barnsley
South Yorkshire
S70 3DL

Website: www.barnsley-academy.org

Email: enquiries@barnsley-academy.org

Telephone: 01226 284606

Barnsley Academy is an 11-16 secondary and is Ofsted rated 'Good'. As part of United Learning our aim is to bring out 'the Best in Everyone' and we continuously strive to ensure that students and staff have every opportunity to succeed, with their potential developed to the utmost.