



RISEDALE

SCHOOL

A family of learners

RECRUITMENT PACK

September 2026

Dear Candidate,

SUBJECT: Recruitment Pack – Service Pupil Manager

Thank you for your interest in the post of Service Pupil Manager at Risedale School. We are delighted that you are interested in this rewarding role at Risedale School.

Risedale is a fairly small community school with a fantastic, tight-knit staff, a wonderful group of young people with diverse strengths and needs, and a clear but determined agenda to make sure that pupils leave prepared for a bright future. We are proud of our connections with the military and seek to capitalise on this and our other community partnerships. We are at an exciting point in our journey; the school has entered a phase of change with improvements in progress and the opportunity for those who serve our community to make a real difference.

Our aspiration is that every pupil and staff member is supported to be the **BEST** version of themselves. Members of our Risedale family will feel a strong sense of belonging and accomplishment as a direct result of attending our school. They will accumulate knowledge, cultural capital and social skills, such as empathy and kindness, enabling them to thrive in society and enjoy healthy **RELATIONSHIPS**. All our pupils will make good progress from their starting points. At whatever stage of their education Risedale pupils leave us, they will be well-equipped to take the next steps on their journey to becoming a **RESPONSIBLE**, **RESPECTFUL** and **RESILIENT** citizen who can embrace change and learn from mistakes. We hope that, with your skills, experience, and ambition, you will be a part of achieving this.

If you decide to apply, please do so using the Risedale Job Application Form, utilising the 'Supporting Evidence and Further Information' sections to detail how your knowledge, skills and experience meet the requirements for this post, what you can bring to this post and why you wish to work at Risedale. Please do not send a CV or apply through a recruitment agency.

Return your application either via email to jobs@risedale.org.uk or alternatively post your application to Mrs L Greenwood, Headteacher, Risedale School, Hipswell, Catterick Garrison, DL9 4BD. Please ensure your application arrives no later than 23:59 on Sunday 4th, October 2026. Please mark your envelope 'Service Pupil Manager' in the top left-hand corner.

I hope you will accept my thanks in advance for your interest in the post, and excuse my discourtesy in responding only if you are shortlisted for an interview.

I look forward to hearing from you.

Yours sincerely,



Mrs L Greenwood
Headteacher



JOB INFORMATION

JOB TITLE:	Service Pupil Manager
GRADE:	Pay Grade H, (Point 18-23) £27,339.32 - £29,850.27 Pro-Rata (£31,537- £34,434 FTE)
CONTRACT TYPE / TERM:	Permanent, term time only + 1 Week, 37 hours per week (part-time considered, min. 22.5 hours per week)
RESPONSIBLE TO:	Headteacher
JOB TO START	As soon as possible
CLOSING DATE	23:59 Sunday 4th October 2026

Do you thrive in a supportive and nurturing environment? Are you passionate about empowering Service Pupils to thrive, excel and contribute positively to our school community? Then we want to hear from you!

We are a community secondary school committed to providing a high-quality education for all pupils. We believe in creating a supportive and inclusive environment where every pupil can reach their full potential. One of our unique contextual factors is the high number of Service Children we have on roll - around 45%.

This important pastoral position allows the successful candidate to play a crucial role in supporting Service Pupils and their families by leading and shaping processes that enhance their transitions in and out of school and maximise their learning whilst they are at Risedale. The Service Pupil Manager offers support and guidance to Service Pupils, and ensures communication about their needs is prioritised.

We are seeking a friendly, compassionate and dedicated individual who enjoys working with young people and thrives in a supportive environment to join our team as a Service Pupil Manager.

Key responsibilities will include:

- shaping systems and processes to facilitate smooth transitions for Service Pupils (both into and out of the school)
- meeting with Service Pupils and their families to support their schooling
- mentoring Service Pupils
- supporting their personal and social development
- collaborating with teachers and parents to ensure their academic success
- working with the Headteacher on the school's Service Pupil Strategy.

You will have the opportunity to make a positive impact on the lives of all Service Pupils and help create a nurturing and inclusive learning environment where every individual feels valued, respected, and empowered to reach their full potential.

The successful applicant will proactively develop and plan transitions and supportive interventions, anticipate challenges/barriers to learning and work with other pastoral, teaching and inclusion staff to facilitate learning and minimise disruption. You must be proactive in your approach, working closely with parents, our staff team, and Army representatives to find workable solutions and responses to any issues arising around wellbeing and attendance, such as anxiety, low self-esteem, or difficulties with transitions.

You will foster strong working relationships with parents, our staff team, and Army Welfare to ensure a coordinated and effective approach to supporting our Service Pupils.

If you would like further information on the role or would like to arrange a visit to the school, please email Angelique Armstrong, Headteacher's PA: armstrong.a@risedale.org.uk.

Completed application forms should be emailed to jobs@risedale.org.uk or alternatively can be posted to Lucy Greenwood, Headteacher, Risedale School, Hipswell, Catterick Garrison, North Yorkshire DL9 4BD.

PLEASE NOTE: The school will not accept referrals or CVs from supply or employment agencies for this post.

Closing date: Sunday 4th October 2026 (23:59)

Interview date: Week commencing 5th October 2026

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. The successful applicant will therefore be required to complete an enhanced Criminal Records Disclosure. We encourage applications from all sectors of the community.

JOB DESCRIPTION

JOB TITLE:	Service Pupil Manager
GRADE:	Pay Grade H, Point 18-23
CONTRACT TYPE / TERM:	Permanent, term time only plus 1 week / 37 hours per week (part-time considered)
RESPONSIBLE TO:	Headteacher

JOB PURPOSE:	To support the transition of Service Pupils in and out of the school, with particular regard for the welfare and progress of Service Pupils (learning, behaviour, attendance).
SAFEGUARDING STATEMENT	This school is committed to safeguarding and promoting the welfare of our pupils and young people. We have a robust Child Protection Policy and all staff will receive training relevant to their role at induction and throughout employment at the School. We expect all staff and volunteers to share this commitment. This post is subject to a satisfactory enhanced Disclosure and Barring Service criminal records check for work with children. An ability to fulfil all spoken aspects of the role with confidence through the medium of English.

ACCOUNTABILITIES / MAIN RESPONSIBILITIES

Operational Issues:	• Lead on the transition of Service Pupils into the school, ensuring that they are supported to settle into the school quickly and that information is sourced from previous schools/settings (in line with GDPR) to facilitate continuity in learning. • Lead on the transition of Service Pupils out of the school to ensure information about their progress and pastoral information is shared with receiving schools/settings to facilitate continuity in learning. • Facilitate pastoral support for Service Pupils, providing advice and guidance and implementing agreed plans to encourage learning and overcome barriers to learning. • Work with Service Pupils in school who are experiencing complex emotionally demanding situations due to outside influences. • Work with the SLT to ensure that termly data is used effectively to highlight Service Pupils who are not making satisfactory progress, and develop and monitor suitable actions and support plans. • Work with teaching and other support staff to determine those in need of additional support, and develop and share a plan of appropriate intervention/action. • Working with the SENCO, ensure that Service Pupils with SEND access adequate support at Risedale and when they are posted to a different area. • Monitor the progress of High Prior Attaining Service Pupils, making sure they are adequately challenged. • Develop and maintain professional relationships with pupils, providing mentoring support to targeted pupils. • Work with the Careers Coordinator to make sure that Service Pupils receive appropriate guidance and in raising aspirations. • Attend SLT and other team meetings, as appropriate, to share information and strategise regarding Service Children and their progress in school
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	• Regularly evaluate the school's provision for Service Children using the Thriving Lives Toolkit, formulating action plans with the Headteacher • Oversee a budget of c. £500 for resources to support interventions
Communications	• Ensure effective communication with staff through various channels, so that Service Children can be well-supported in all areas of school life. • Ensure effective communication with the families of Service Children to support them effectively. • Work and communicate closely with Service Pupils and their families to engage with them to support school attendance. • Work with Pupil Support Managers as part of the wider pastoral team to ensure effective communication in relation to pupil welfare and behaviour. • Attend meetings as appropriate. • Liaise with other school staff raising awareness of issues with particular Service Pupils and advising staff on proposed support plans. • Share information with staff regarding future 'moves'.
Partnership Working	• Develop relationships with the Army to ensure the school is aware of information relating to moves out of the area (where possible) and to enable the school to effectively support Service Children. • Work with external agencies to support pupils and their families seek the help that they require.
Skills Development	• Practise Continuous Professional Development. • Lead CPD for staff linked to Service Children.
Safeguarding	• Be committed to safeguarding and promoting the welfare of children, young people and adults, raising concerns as appropriate • Assist the Designated Safeguarding Lead (DSL) in matters of safeguarding and child protection across the school, with a particular responsibility for Service Children. • Undergo staff safeguarding and child protection training as directed.
Systems and Information	• Maintain accurate and up-to-date records in relation to Service Pupils. • Record safeguarding and behaviour information on the appropriate school system. • Analyse progress data using SISRA and compare it to national data.
Planning and Organising	• Improve systems and procedures in school to better support our Service Pupils, and share appropriate information efficiently. • Work with families to prepare, produce and develop achievable action plans to enable them to move forward in a positive way. • Contribute to the development of behaviour and attendance policies and procedures for the school.
Data Protection	• To comply with the Council's policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.
Health & Safety	• Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure. • Work with colleagues and others to maintain health, safety and welfare within the working environment.

Equalities	• We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities. • Within own area of responsibility work in accordance with the aims of the Equality Policy Statement.
Flexibility	• North Yorkshire Council provides front-line services, which recognise the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with Council Policies and Procedures
Customer Service	• The Council requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and Mistreatment • The Council requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values
Date of Issue	January 2025

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Knowledge • An understanding of child development, including social and emotional factors that could affect a child • An understanding of the potential barriers to learning and attending school faced by children and young people and how they can be overcome • Knowledge of Service Children and their particular vulnerabilities and needs • Knowledge of Safeguarding legislation and procedures • Knowledge of the different transition periods of a pupil and how to offer support • Knowledge of the different opportunities available to pupils post school education • Knowledge of behaviour management techniques	• Knowledge of Health & Safety regulations • Knowledge of the school's policies and procedures
Experience • Experience of working with young people of relevant age	• Experience of multi-agency working • Experience of counselling or mentoring young people • Experience of working for the Armed Forces or having a military family background
Occupational Skills • Excellent interpersonal/communication skills and the ability to influence, engage and motivate children and young people • Analytical skills to assess the challenges faced by pupils • Ability to relate well to young people • Flexible • Good organisational skills • Ability to prioritise and manage own workload • ICT skills • Creativity and problem solving skills • Sensitivity and caring skills	
Qualifications • Relevant Level 3 qualification	• A degree

Other Requirements

- Positive motivation for working with children, young people and their families
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours and attitudes
- Ability to use authority and maintain discipline
- Committed to the school's policies and ethos
- Committed to Continuing Professional Development
- Enhanced DBS clearance

You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill-specific areas throughout the selection process.



OUR VISION & VALUES

Our aspiration is that every pupil and staff member is supported to be the BEST version of themselves.

Members of our Risedale family will feel a strong sense of belonging and accomplishment as a direct result of attending our school. They will accumulate knowledge, cultural capital and social skills, such as empathy and kindness, enabling them to thrive in society and enjoy healthy RELATIONSHIPS. All our pupils will make good progress from their starting points.

At whatever stage of their education Risedale pupils leave us, they will be well-equipped to take the next steps on their journey to becoming a RESPONSIBLE, RESPECTFUL and RESILIENT citizen who can embrace change and learn from mistakes.

We are 'The Risedale Family' and
together we are 'A family of learners'.

ABOUT US:

Risedale School is a coeducational community secondary school welcoming pupils aged 11 to 16. It enjoys an enviable and growing reputation in its local community. Links with the Armed Forces are strong. The school has one of the largest proportions of Service Children of any secondary school in the UK, and this military connection is an essential part of the school's distinctive character.



OUR LOCAL AREA:

Risedale School is located within the pretty village of Hipswell at the heart of Catterick Garrison, close to the historic market town of Richmond. It is set within a beautiful part of North Yorkshire, close to both Swaledale and Wensleydale. Catterick is a thriving and advancing location offering a choice of affordable and desirable housing opportunities and a unique and close community. Princes Gate Retail Park offers all major amenities including supermarkets, cafes, shops, a leisure centre and a library. Risedale is just a 5-minute drive from the A1(M), providing easy access to Teesside, York and the Leeds conurbation. Major centres like Darlington are within easy reach for commuters, shoppers or leisure seekers, at around a 30-minute drive along the A1(M).

CHILD PROTECTION:

We are committed to safeguarding and promoting the welfare of Children and Young People and ensuring that employees are suitable persons to work with them. All applicants are requested to provide, in their application, explanations for any gaps in study and/or employment history. Applicants should include in the Previous Employment section of their application form, details of any other unpaid work/experience, for example, voluntary work.

Applicants are advised that references will be requested prior to interview where consent has been given. References should be from "suitable" referees, that is, the current or most recent employer and, where this did not involve work with children and young people, the most recent employer where the work was with children or young people. Where we consider that additional references are required, we reserve the right to request details of alternative referee(s) from the candidate.

Interviewees are required to bring to interview original documents relating to identity and qualifications.

This school will only ask an individual to provide details of convictions and cautions that it is legally entitled to know about. Where a DBS certificate can legally be requested (where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) order 1975 as amended, and where appropriate Policy Act Regulations as amended) this school can only ask an individual about convictions and cautions that are not protected.

As part of a robust safer recruitment process, the school will carry out online searches on shortlisted applicants to identify any safeguarding or suitability issues that can be explored at interview.

At interview or in a separate discussion, this school ensures that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

On induction, all staff will be provided with Child Protection training, appropriate to the role, including information regarding the North Yorkshire Safeguarding Children Partnership, Local Authority and School Child Protection and Safeguarding policies and practice guidance and information on expected probation, safe working practice, standards of conduct and behaviour and disciplinary, capability and whistle-blowing procedures. The [Child Protection Policy](https://www.risedale.org.uk/information/policies) can be found on our website at [risedale.org.uk/information/policies](https://www.risedale.org.uk/information/policies).