

**JOB DESCRIPTION: STUDENT SUPPORT COORDINATOR**

**Line Manager: Student Support Manager**

**Key Functional**

**Relationships: Pastoral Lead, Heads of Learning, SENDCo, Attendance Officer**

**Scale: 16 – 21**

**Hours: As per contract**

(Some flexibility may be required on working hours and attendance

required on parent evenings/student events outside of core time)

**Job Purpose:**

* To support the HoLs with providing high quality student pastoral care.
* To provide daily support for the HoLs including acting as the first point of contact for parents/carers as required.
* To provide administrative support to Heads of Learning (HoLs) and their SLT Lead as required, including organisation and coordination of Parents’ Evenings and general administration.
* To contribute to the pastoral support network within the school so as to ensure that students are able to develop resilience and achieve success.

**Job Responsibilities/ Duties:**

**Administration**

* To provide administrative support to the HoLs and SLT Lead as required, ensuring that all administrative/clerical duties, checks and documentation including reports, letters, photocopying and filing are completed to the required level of accuracy and within deadlines thus ensuring appropriate & accurate record keeping of all issues, incidents, telephone calls and meetings.
* To process, input and extract data held on the school’s database systems as required including updating the student database (SIMS + CPOMS) for behaviour and safeguarding (including Child Protection) concerns at Levels 0, 1 and 2.
* To administer the appointment process of mentors, coordinate mentors’ duties and recruit for team events.
* To coordinate online booking and attend Parents’ Evenings within a given Key Stage, including arranging student helpers and refreshments.
* To run reports and send via ‘Intouch’ (the school’s parental communication system), information regarding sanctions.

**Communication**

* To establish and maintain good relationships with all students, parents/carers, colleagues and other professionals.
* To be a point of contact for students and parents/carers, identifying priorities and referring to appropriate Tutors/Heads of Learning/Pastoral Lead as required.
* To support HoLs by taking details of parental concerns, liaising with appropriate HoL, setting up meetings as required and liaising with other colleagues; for example, Form Tutor, Class teacher, SENDCO; Leadership Team or internal/external agencies as appropriate.
* To coordinate and request feedback on students as and when required from relevant colleagues in a timely manner and report findings to HoL.
* To liaise with HoLs and relevant teaching colleagues and to request, collate and organise any work to be sent home to parent/carers for students.
* To act on the instructions of the HoL to provide follow up support and actions where necessary.
* To utilise the school’s parental communication system ‘InTouch’ as required.

**Student Support/Pastoral**

* To provide pastoral care to students across the Key Stage to ensure they are able to access teaching and learning, liaising with relevant HoLs regarding appropriate support.
* To motivate and encourage identified students to ensure they are able to develop their self-esteem and friendships, and provide pastoral guidance and support.
* To provide pastoral care and act as a mentor to in year admissions to ensure they are able to settle well, liaising with relevant HoL & other pastoral support staff (e.g. SENDCo) regarding appropriate support.
* To know and follow the school’s attendance procedures, including ‘flagging’ potential student concerns to the relevant HoL.
* To triage parental contact – initial ‘holding’ email/telephone call and then passing on to HoL/relevant staff colleague where required.
* To collect and coordinate work for long term student absentees, or students on suspensions or internal exclusions as requested by HoLs.
* To investigate incidents by taking student statements, informing parents/carers of incidents and supporting the production of suspension packs.
* To support the monitoring of students needing intervention e.g. Exit Cards, quiet space and provide support for identified students.
* To attend Student of Concern (SOC) meetings, relevant to key stage, take notes and follow up relevant actions.
* To attend and contribute as appropriate to fortnightly HOL briefings.

**Supporting school events (as relevant to the Key Stage):**

* To support relevant events E.g., Induction Day for new students, Information Evenings, Guided Choices Evening, etc.
* To coordinate relevant year group events e.g., support of Awards Evenings and to support the planning, organisation and attendance at off-site visits as appropriate

**General**

* The post holder is required to support and encourage the school’s ethos and its objectives, policies and procedures as agreed by the governing body.
* To uphold the school's policy in respect of safeguarding and child protection matters.
* All staff members participate in the school’s performance management scheme
* To undertake training/personal development relevant to the role.
* The post-holder may be required to perform any other reasonable tasks after consultation
* This job description is not necessarily a comprehensive definition of the post. It will be reviewed once a year and it may be subject to modification at any time after consultation with the post-holder.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ post-holder Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Person Specification: Student Support Coordinator**

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| **Qualifications and Experience** | **Essential**   * GCSE (grade A\*–C) or equivalent, in English and maths. * Experience of working in a busy office environment/reception area. * Excellent administrative skills.   **Desirable**   * Further/higher level of education & evidence of continued CPD. * Experience of working in a school or similar establishment. * Previous experience of working with secondary school age children and providing pastoral support and care. * First aid qualification or willingness to get one. |
| **Knowledge and Skills** | **Essential**   * Ability to proficiently use office computer software including word processing, spreadsheet, database and internet systems. * Good verbal and written communication skills appropriate to the need to communicate effectively with colleagues, parents, students, and external agencies/other professionals. * Good standard of numeracy and literacy skills. * Ability to absorb and understand a wide range of information. * Ability to manage and deal with confidential data/issues.   **Desirable**   * Experience in the use of SIMS database or other database applications. * Understanding of Child Protection procedures in an educational setting. |
| **Personal Qualities** | **Essential**   * Ability to work constructively as part of a team, understanding school roles and responsibilities. * Ability to build and form good relationships with students and colleagues. * Able to follow direction from line manager. * Efficient and meticulous in organisation. * Initiative and ability to prioritise and work calmly under pressure. * Able to work flexibly and respond to unplanned situations. * Able to appropriately deal with confidential information and commitment to the highest standards of child protection and safeguarding. * Able to listen, show empathy and respond in appropriate manner. * Desire to enhance and develop skills and knowledge through CPD. * Recognition of the importance of personal responsibility for health and safety. * Commitment to the school’s ethos, aims and its whole community. * Patient and well humoured. |