

The Blue Coat School



JOB DESCRIPTION AND PERSON SPECIFICATION

Student Support Manager

Salary Range:	Grade 7
Accountable to:	Identified Senior Leader
Responsible for:	Student Support Mentor(s)

Job Purpose:

The Student Support Manager will play a key role in supporting the development of inclusive practices, improving student behaviour, safeguarding vulnerable students and promoting positive attendance across the school.

Principal Duties and Responsibilities

Inclusion and Behaviour Management Responsibilities:

- Lead and manage the school's behaviour policy, ensuring it is consistently applied across the school and supports students with SEND and SEMH needs.
- Develop, implement and monitor personalised behaviour support plans (BSPs) for students, in collaboration with teachers, pastoral teams and external professionals.
- Provide advice and training to staff on effective strategies for managing challenging behaviour and promoting positive behaviour.
- Support the development of individualised interventions for students at risk of exclusion, ensuring the right support is in place to help them stay engaged and succeed.
- Track and monitor students' behaviour patterns, making data-driven decisions to adjust strategies and interventions as necessary.
- Support the leadership team in the development of a school culture that promotes inclusion, emotion well-being and positive behaviour.

Designated Safeguarding Lead (DSL) Responsibilities:

- Act as the Designated Safeguarding Lead (DSL) for the school, ensuring safeguarding policies and procedures are followed in line with statutory guidance and best practice.
- Take the lead on all safeguarding issues, including identifying, investigating and responding to concerns of abuse, neglect or other child protection issues.
- Provide advice and support to staff on safeguarding issues and ensure they are trained to identify and report concerns.
- Work closely with external agencies (social workers, local authority services etc) to coordinate safeguarding interventions and support for vulnerable students and their families.
- Maintain accurate, confidential records of all safeguarding concerns, referrals and actions taken, ensuring compliance with the school's safeguarding protocols and data protection policies.
- Regularly review and update safeguarding practices in line with changes in legislation (eg Keeping Children Safe in Education), ensuring the school is compliant with all relevant safeguarding requirements.

- Provide regular updates to the Headteacher and Board of Trustees on safeguarding matters, including trends, incidents and the effectiveness of safeguarding measures.

Attendance Officer Responsibilities:

- Lead and manage the school's attendance strategy, promoting high levels of attendance punctuality across the school.
- Monitor student attendance data closely, identifying patterns of absence and implementing interventions for students at risk of persistent absence or disengagement.
- Work collaboratively with the pastoral team and families to address attendance concerns, including conducting home visits, meetings and maintaining regular communication with parents/carers.
- Implement strategies to improve attendance for students with SEND, SEMH and other vulnerabilities, ensuring that these students have the support needed to engage with their education.
- Maintain accurate records of student attendance and lateness, providing regular reports to senior leadership and other relevant stakeholders.
- Liaise with external agencies, such as educational welfare officers, to ensure that all legal and procedural requirements around attendance are met.
- Provide regular attendance reports to senior leadership and Board of Trustees, identifying trends and offering recommendations for improvement.

Note: this is not a comprehensive list of all the tasks which may be required of the postholder. It is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade.

Person Specification

- Educated to Degree level or equivalent, or significant relevant experience in an educational setting preferably working with SEND or SEMH students.
- Strong experience in managing behaviour and developing interventions for students with SEND and SEMH needs.
- In-depth knowledge of the SEND Code of Practice and experience in developing individual Education, Health and Care Plans (ECHPs).
- In depth knowledge of KCSIE and Working Together and dealing with safeguarding caseload.
- Excellent communication skills with the ability to engage effectively with students, parents, staff and external agencies.
- Strong organisational and leadership skills, with the ability to manage multiple priorities and interventions simultaneously.
- A proactive and solution focused approach to problem solving and addressing complex issues.
- Strong empathy and a commitment to supporting the emotion well-being and academic success of students with SEND and SEMH needs.

Desirable:

- Additional qualifications in SEND, SEMH, behaviour management or safeguarding.
- Evidence of managing a team or leading inclusion initiatives within a school setting.
- Knowledge of restorative practices or therapeutic interventions in a school environment.
- Experience working with external agencies and support services to improve outcomes for vulnerable students.

Personal Attributes:

- A compassionate and empathetic approach to working with children and families, particularly those facing challenges related to SEND and SEMH.
- Ability to work independently and as part of a team, managing a range of responsibilities simultaneously.
- Strong commitment to equality, diversity and inclusion in all aspects of school life.
- Resilient and calm under pressure, with a clear focus on positive outcomes for students.
- A passionate advocate for the inclusion and well-being of all students, with a focus on creating a safe, supportive and inclusive learning environment.

Disclosure

The Trust Board is committed to safeguarding and promoting the welfare of students. According to the statutory regulations of safeguarding, the post holder is subject to enhanced disclosure from the Disclosure and Barring Service (DBS) and any other statutorily required checks.

Other

- This appointment is with the Trustees of the school under the terms of a contract signed with the governors as employers. It is subject to the current conditions of service applicable for this post and other current education and employment legislation.
- All employees of The Blue Coat School have a responsibility to comply with school policies and procedures, including those relating to the safeguarding of students, child protection, health, safety, confidentiality, internet acceptable use (including social networking) and data protection.
- All employees are expected to be flexible in undertaking their duties and meeting their responsibilities. Staff are expected to comply with any reasonable request to undertake work of a similar level that is not specified in this job description.
- The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access for disabled members of staff or continued employment for any member of staff who develops a disabling condition.
- This job description is current at the date shown but, in consultation with you, may be changed to reflect or anticipate changes in the job commensurate with the grade.

(June 2025)