**Job Title:** Student Support Manager  
**Location:** Telford Park School  
**Reports To:** Assistant Headteacher / Senior Leadership Team  
**Contract Type:** Full time, 37 hours per week, Term Time + 2 Weeks  
**Salary:** NJC Scale 5 (12-16)

**Job Purpose:**

The Student Support Manager plays a central role in promoting a culture of high expectations, respectful relationships, and consistent behaviour across the school. This role focuses on supporting some of our most vulnerable and at-risk students to succeed in education by overseeing interventions, safeguarding processes, and the effective management of behaviour. Working closely with the Senior Leadership Team, teaching staff, and external agencies, the postholder will ensure all students are given the structure and support they need to thrive.

**Key Responsibilities:**

**Behaviour Management and Support Systems:**

* **Refocus Room (Isolation Provision):**
  + Lead the day-to-day operation of the Refocus Room, providing a calm, structured environment for students removed from lessons.
  + Ensure students complete meaningful academic work during their time in isolation and reflect on their behaviour.
  + Work with teaching staff and pastoral teams to reintegrate students into lessons with clear expectations and support plans.
* **Detentions:**
  + Manage all aspects of the detention system, including after-school and internal detentions.
  + Ensure consistency, clear communication with students and parents, and accurate record-keeping.
  + Liaise with Heads of Year and classroom teachers to understand the root causes of poor behaviour and coordinate supportive interventions.
* **Monitoring Students Not in Normal Lessons:**
  + Identify students frequently removed from mainstream lessons and assess underlying issues (e.g., unmet SEND needs, safeguarding concerns, or external factors).
  + Develop individual action plans to support re-engagement with the curriculum and reduce time out of class.

**Support for Suspended Students:**

* **Suspension Provision:**
  + Coordinate meaningful academic work for students serving fixed-term suspensions.
  + Maintain communication with families during suspensions and support students' reintegration to ensure they return ready to learn.
  + Monitor patterns in suspensions to inform whole-school behaviour strategies.

**Safeguarding and Child Protection (Deputy DSL):**

* Serve as a **Deputy Designated Safeguarding Lead (DDSL)**, working closely with the Designated Safeguarding Lead and wider safeguarding team.
* Respond promptly and appropriately to safeguarding disclosures or concerns, ensuring accurate record-keeping using CPOMS (or other systems).
* Attend child protection conferences, multi-agency meetings, and strategy discussions as required.
* Maintain a deep understanding of Keeping Children Safe in Education (KCSiE) guidance and ensure that safeguarding principles underpin all work with students.

**Student Integration and Reintegration:**

* Lead on the **integration of hard-to-place students** joining the school, including those referred through the Fair Access Panel or managed moves.
* Carry out thorough intake meetings with students and families to set expectations, assess needs, and establish support strategies.
* Liaise with external agencies (e.g., Social Services, Youth Offending Teams, CAMHS) to provide wraparound care.
* Coordinate and complete **reintegration meetings** following suspensions or prolonged absence, ensuring support is in place and progress is monitored.

**Behaviour Data and Early Intervention:**

* Regularly review behaviour data (e.g., removals, detentions, suspensions, referrals) to identify trends and at-risk students.
* Use this data to inform early intervention strategies in collaboration with pastoral leaders, SENDCo, and the senior team.
* Produce reports for SLT, Governors, and external agencies where required.

**Monitoring and Quality Assurance:**

* Oversee the student **report card system**, ensuring that it is used effectively to monitor, support, and communicate student progress in behaviour and engagement.
* Train staff on consistent use of report cards and follow up on actions with students and parents.
* Provide regular feedback to pastoral teams and SLT on patterns of success and areas for development.

**Person Specification:**

**Essential:**

* Proven experience working with secondary-aged students in a behaviour, pastoral, or safeguarding role.
* Strong knowledge of safeguarding responsibilities and a commitment to student welfare.
* Confident in managing challenging behaviour and de-escalating conflict.
* Ability to communicate with professionalism and empathy to a range of stakeholders, including parents, external professionals, and students.
* Excellent organisational skills, with the ability to prioritise workload and work under pressure.
* Strong IT skills and familiarity with school behaviour/safeguarding systems (e.g., SIMS, ClassCharts, CPOMS).

**Desirable:**

* Previous experience in a school or alternative provision setting.
* Completed or willing to complete DSL (Designated Safeguarding Lead) training.
* Knowledge of SEND and its relationship with behaviour and exclusion.
* Understanding of restorative practices and trauma-informed approaches.

**Safeguarding Statement:**

Telford Park School is committed to safeguarding and promoting the welfare of children and young people. All postholders are subject to a satisfactory enhanced Disclosure and Barring Service (DBS) check and are expected to adhere to the school’s safeguarding policies and procedures.