



**Devonport High School for Girls**  
*A Specialist Language College*

# Information Pack

## Student Support Officer



## Dear Applicant

---



Thank you for your interest in the position of Student Support Officer at Devonport High School for Girls (DHSG). This is an exciting time to join our school on our continuing journey to fulfil our mission. At DHSG, our mission is to offer a challenging and enriching educational experience, which enables our students to develop their curiosity, confidence and aspirations, so that they leave us equipped to enjoy life in a global society. I firmly believe that we live out our mission here at DHSG and this is what makes us one of the best schools in the country!

The post holder's role is to provide support for the students alongside the members of the Student Support Team. This post will ideally suit anyone with a background in working with young people to support their needs (e.g. social care, youth work, schools etc).

We are a highly successful and oversubscribed 11-18 selective grammar school and one of the country's highest performing state schools. The school has strong international links and helps to create successful and happy young people who have the skills to carry out leading roles in the world. Our students are absolutely fantastic and highly motivated to learn.

We value our staff here, and as such have sensible policies and systems in place.

In this applicant information pack, you will find a Job Description, a Person Specification and information on how to submit your application.

If you have the energy, skills and motivation to join us and make a difference, I would welcome an application from you. If you would like an informal conversation over the telephone or a visit to look around prior to applying, please get in touch.

Yours faithfully,



Lee Sargeant  
Head Teacher

## The City

Plymouth is the largest city south west of Bristol, with a population of approximately 260,000. Located overlooking one of the world's finest natural harbours, it is a city with a proud history.

Recent years, have seen Plymouth develop further as a cultural as well as a commercial, industrial and tourist centre. The city is served by a very active Arts Centre, the Theatre Royal, Plymouth Pavilions and the Life Centre - one of the country's leading sporting venues. Plymouth is also home to the University of Plymouth and Plymouth Marjon University.

There are regular ferry services to Roscoff, France and Santander, Spain. The Devon Expressway (A38) links Plymouth to the national motorway system and the intercity rail journey to London takes approximately three hours.

Plymouth has developed very strong twinning links with cities in Russia (Novorossiysk), Spain (San Sebastian), France (Brest), Poland (Gdynia) and Massachusetts, USA (Plymouth). There are also extensive educational links with many more towns and cities.

Click and open the hyperlink in the image to find out why Plymouth is such an attractive city.



## The School

Devonport High School for Girls was established in 1908 and is situated on a lovely green site overlooking Plymouth's Central Park, approximately two miles from the city centre. It is an 11-18 selective girls' grammar school and became an Academy in April 2011.

There are approximately 850 students on roll, including around 225 in the Sixth Form. Students come from Plymouth and the surrounding counties of Devon and Cornwall.

The school is part of The Link Partnership (TLP) with four other schools in the city in order to extend curriculum provision for students in the Sixth Form.

In 2005 the school was granted Specialist Schools Status for Languages. We offer several languages including French, German, Spanish, Chinese and Latin. There is a dedicated Language Laboratory, and exchange and business links have been established within the UK and worldwide. The school first achieved International School status in 2006 and has recently received the award for the fifth time.

As well as its strong international links, Devonport High School for Girls has gained a reputation for academic excellence, which helps launch its students on their chosen career paths. The work ethic in the school is very strong and staff are deeply committed to their teaching.

The school places a strong emphasis on developing the whole person and as part of this commitment organises a broad range of enriching extra-curricular opportunities and a comprehensive programme of field visits, with opportunities for students to travel abroad.

The staff of approximately 100 teaching and support staff (a mixture of full-time and part-time employees) are led by the Senior Leadership Team, which consists of the Head Teacher, Deputy Head Teacher, four Assistant Head Teachers and the Business Manager.

## The Student Support Officer (SSO) Role and Student Support Team (SST)

---

At DHSG the pastoral care of our students is of integral importance to everything we do and our commitment to these themes has been judged to be no less than outstanding in inspections to date.

The Student Support Team is heavily involved in supporting students across all year groups providing bespoke support to meet student needs. In addition to the high quality core pastoral provision of the House Team, this specialist support includes SEND support, academic and pastoral mentoring, literacy support, mental health support including counselling, behaviour and attendance support and links to outside agencies.

Students are treated as unique individuals and this is apparent in the warm relationships and mutual respect evident between students and staff and in the close working relationships we have with parents and carers. We pride ourselves on our trauma informed approaches.

The SSO is a new role within the SST and will further extend our offer. The successful post holder will be embedded within the House Team providing targeted support to students and families and being both proactive and responsive to the dynamic pastoral needs that present in a school setting. No two days are the same and the new SSO will be expected to bring an analytical approach to shape the role as the school grows in the coming years.

More detailed information about the school can be found on the school website [www.dhsg.co.uk](http://www.dhsg.co.uk)



## Job Description: Student Support Officer

|                 |   |
|-----------------|---|
| Job title:      | Student Support Officer   |
| Scale:          | Band C (£23,500–24,292 pro rata), 37 hours per week, 39 weeks per year<br>8.30am–4.30pm with 30 minutes unpaid lunch break      |
| Responsible to: | Assistant Head Teacher (Designated Safeguarding Lead and Culture)<br>Under the day-to-day direction of the Senior Head of House |

### A. Student support and information

#### *Pastoral Support*

- Support the Heads of House with pastoral, wellbeing and behavioural issues
- Apply and promote trauma-informed and relational approaches to all aspects of the role
- Undertake on-call pastoral support for students when Heads of House are teaching
- Liaise with school staff to support specific students or student groups
- Have an awareness of Special Educational Needs provision to best support students
- Support Heads of House if incidents occur e.g. take student statements, contact parents/carers and follow-up actions taken
- Attend 'Team around the child (TAC)' meetings as appropriate
- Support with all Early Help, Child Protection and Pastoral Support Plans, when required
- Establish and maintain productive working relationships with students, acting as a role model and mentor, along with staff, parents/carers and wider professionals
- Provide direct support to the broader Safeguarding Team.
- To liaise with the Heads of House in managing actions concerning DNA Safeguarding alerts as directed by the Designated Safeguarding Lead (DSL/DDSL)

#### *Attendance*

- Contribute to early identification and prevention of patterns of student absence
- Assist with following-up students who are late to school
- Help to identify reasons for student lateness and/or absence with students and their parents/carers, and set up and attend meetings for early intervention
- Carry out home visits, where appropriate, to support excellent attendance from students

#### *Behaviour for learning*

- Promote the school's ethos and culture and be conversant and consistent with the behaviour for learning policy, promoting high expectations
- Maintain records and notify parents/carers to celebrate student successes and breaches of school expectations, where necessary
- Help to co-ordinate, distribute, monitor and implement the academic and behaviour monitoring of students, including liaising with Form Tutors and Heads of House via the staged reporting system and supporting any interventions that may be required

#### *Community Cohesion*

- Work collaboratively in a pastoral team committed to maintaining and further developing a cohesive and inclusive school, where relationships are at the heart of the culture and all students are known and supported
- Assist Heads of House when they organise and promote activities such as Year 6 Induction afternoon, special events, trips, options evening and Open Day events
- Support entry to, and exit from, assemblies

### B. Parent/Carer support and information

- Provide the first point of contact for parents/carers in relation to pastoral issues and liaising directly with the relevant Head of House
- Promote high quality home-school communication and relationships
- Under the direction of Heads of House, act as a source of signposting for support to parent/carers of students with early signs of social, emotional, health or behavioural issues and work with them, school staff and other support agencies to maintain and improve the student's ability to engage with school and learning

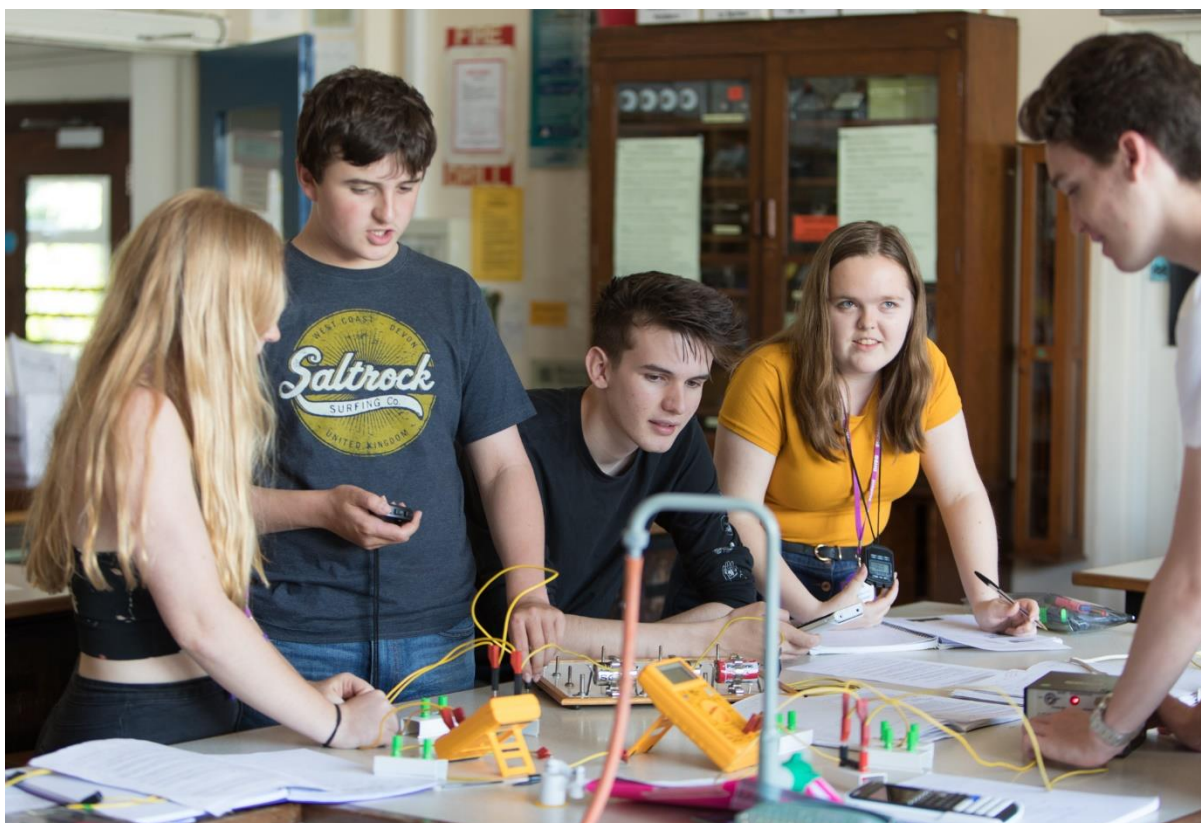
#### C. General Duties

Safeguarding is everyone's responsibility

- Safeguard students and make referrals to the Designated Safeguarding Lead (or Deputy) following school policies and procedures relating to inclusion, child protection, behaviour, health, safety and security, equal opportunities and SEN, confidentiality and data protection, reporting all concerns to an appropriate person
- Maintain a staff presence in the Heads of House Office for student access during Teaching Staff Briefing
- Contribute to the overall culture, ethos and aims of the school
- Establish positive relationships and to support achievement and progress for students
- Participate in training and other learning activities
- Help supervise and support students during off-site visits, trips and activities as required
- Undertake any other compatible and reasonable tasks as required

## Person Specification: Student Support Officer

|                                     | Essential   | Desirable   |
|-------------------------------------|---|---|
| Qualifications                      | <ul style="list-style-type: none"> <li>• Good standard of academic achievement, including English and Maths at grade 4/C or above</li> <li>• Full driving licence with Business Insurance</li> </ul>  | <ul style="list-style-type: none"> <li>• Level 1 and 2 Safeguarding Training</li> </ul>   |
| Experience                          | <ul style="list-style-type: none"> <li>• Evidence of establishing professional relationships with young people in a paid or voluntary capacity</li> <li>• Experience of supporting students in various circumstances</li> <li>• Experience of positive noticing and behaviour management</li> </ul>   | <ul style="list-style-type: none"> <li>• Experience of working in an education environment</li> <li>• Experience of working in a trauma-informed workplace</li> <li>• Experience of multi-agency working</li> </ul>                         |
| Knowledge, Understanding and Skills | <ul style="list-style-type: none"> <li>• Good administrative, organisational and computer skills</li> <li>• Ability to prioritise tasks and meet deadlines</li> <li>• Ability to use initiative and a high degree of flexibility</li> <li>• Strong commitment to equality</li> </ul>  | <ul style="list-style-type: none"> <li>• Record keeping, information retrieval and dissemination of data / documentation</li> <li>• Knowledge of Data Protection legislation</li> <li>• Understanding of Special Education Needs</li> </ul> |
| Personal                            | <ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills with young people and adults</li> <li>• Ability to work independently and as part of a team</li> <li>• Be able to maintain confidentiality</li> <li>• Committed to on-going personal development and willingness to undertake appropriate training</li> </ul> |   |



## How to apply

All applications for employment should be made by completing the school's application form, which can then be submitted by post to the school address or by email to [recruitment@dhsg.co.uk](mailto:recruitment@dhsg.co.uk). The form can be downloaded from the 'Staff Vacancies' section of the website at [www.dhsg.co.uk](http://www.dhsg.co.uk). Please note that CVs are not accepted.

Applications for this vacancy must be received by 9am on Thursday 18 April 2024.

Interviews will take place on Wednesday 24 April 2024.

If you would like to visit the school or have an informal, confidential discussion about the role, please contact:

Mrs P Hockedy  
Personnel Assistant  
Devonport High School for Girls  
Lyndhurst Road  
Peverell  
Plymouth  
Devon  
PL2 3DL

T: 01752 705024

E: [recruitment@dhsg.co.uk](mailto:recruitment@dhsg.co.uk)

Devonport High School for Girls Academy Trust (established on 01 April 2011), known as Devonport High School for Girls, is an exempt charity. The trust is a company limited by guarantee and registered in England. Company No: 7556657