



Job Title: Student Support Officer

Salary:	Grade 5 (SCP 9-17)
Hours:	Full time
Contract type:	Fixed Term
Reporting to:	Student Support Manager
Responsible for:	Working collaboratively within a large pastoral team to identify and remove barriers to learning, enabling all students to engage positively with school and succeed.

JOB OVERVIEW

If you've got the talent, passion, and determination – we've got all the support you need to become our next **Student Support Officer**.

At **Shire Oak Academy**, we are on an ambitious journey of improvement and growth. We want colleagues who are ready to embrace this challenge and seize the opportunity to make a real difference. This is your chance to step into a vital role at the heart of our school, champion our most vulnerable students, and make a lasting impact – to truly **#BeIncredible**.

From day one, you'll have the backing of a dedicated Student Support Manager as well as expert and committed support from our pastoral team and Senior Leaders. You'll also be part of a wider team of colleagues who share a deep commitment to **increasing opportunities and improving outcomes** for every single student.

Whether you're experienced in a pastoral or student-facing support role, or ready to step up and play a key role in removing barriers to learning for students for the first time in a school setting, we'd love to hear from you.

ABOUT SHIRE OAK ACADEMY

Shire Oak Academy is at the **heart of the community** in Walsall. We are proud to be part of the **Mercian Trust**, a family of schools united by a commitment to students and to one another. Our Trust focuses on collaboration, integrity, and above all, doing what is right for young people.

This is an exciting opportunity to be part of a school that is determined to raise aspirations and transform outcomes for our students. You'll be joining a dedicated staff team and working with fantastic students, supported by great leaders who are making a real impact every day.

JOB PURPOSE

The Student Support Officer (SSO) plays a **vital role at the heart of the school's pastoral system**, ensuring that students with barriers to learning are supported, championed and enabled to succeed.

Working as part of a **large, highly coordinated pastoral and inclusion team**, the SSO operates alongside:

- Student Support Managers (SSMs)
- Other Student Support Officers (SSOs)
- Senior Leadership Team (SLT)



- Our City Year mentors
- Our Ethos Team
- External agencies and professionals
- The wider Trust network

This role is **well-supported, highly collaborative and never isolated**. Student Support Officers are trusted professionals who work closely with colleagues across the Academy to deliver consistent, high-quality support for students and families.

Under the direction of the Student Support Manager (for the relevant year group), the Student Support Officer will:

- Remove barriers to learning through **strong relationships**, effective intervention and partnership working
- Act as a **champion for vulnerable learners**, including students with SEND, Pupil Premium, Children in Care and those at risk
- Work proactively with families, colleagues and external professionals to ensure students can fully access the curriculum
- Contribute directly to the Academy's ethos, values and high expectations

DUTIES AND RESPONSIBILITIES

Pastoral Leadership & Teamwork

- Support the Student Support Manager in the day-to-day leadership of the year group
- Implement and embed agreed systems and processes (including Tier Plans) to improve behaviour, engagement and outcomes
- Work closely with Form Tutors, City Year mentors and pastoral colleagues to provide consistent, joined-up support
- Contribute to year group assemblies, activities and celebrations
- Maintain high expectations for all students and model the Academy's values at all times
- Play an active role in a **strong pastoral team**, sharing information, strategies and best practice

Behaviour & Inclusion

- Work collaboratively with SLT, Achievement Leaders, the SEND Team, Aspire Centre, Attendance Team and external agencies
- Support students with the highest levels of need to remain included and engaged in learning
- Contribute to 'At Risk' meetings and multi-agency discussions
- Deliver targeted mentoring and interventions aligned to the pastoral timetable
- Support parents and carers through meetings, communication and partnership working
- Promote a culture of praise, recognition and positive relationships
- Help reduce repeat incidents and improve long-term student outcomes

Attendance & Engagement

- Work alongside the Attendance Team to improve attendance, punctuality and engagement
- Support students experiencing medical, emotional or social barriers to attendance



- Reduce truancy and missed learning opportunities through targeted support
- Attend and contribute to attendance-focused meetings as directed

Safeguarding & Student Welfare

- Complete and maintain all relevant safeguarding training
- Support the Designated Safeguarding Lead (DSL) and Deputy DSL with low-level concerns
- Provide 1:1 support for students with emerging or ongoing safeguarding needs
- Act quickly, professionally and compassionately to safeguard students

Intervention & Student Support

- Deliver high-quality mentoring, coaching and interventions
- Support students in lessons where appropriate
- Encourage full engagement in interventions and pastoral support programmes
- Provide short-term classroom cover where required

Wider Responsibilities

- Support uniform, behaviour and pastoral systems across the year group
- Liaise with external agencies and professionals
- Complete relevant pastoral administration
- Participate in detention systems, on-call rotas and behaviour support provision (e.g. Reset Room)
- Act as a First Aider (training provided)
- Support educational visits and enrichment activities as directed

Safeguarding Commitment

The Student Support Officer is required to **safeguard and promote the welfare of children and young people** and must act at all times in accordance with Academy policies and the staff code of conduct.

Role Flexibility

This job description outlines the main duties and responsibilities of the role. It is not intended to be an exhaustive list. The postholder may be asked to undertake other duties appropriate to the level of the role, as directed by the Headteacher.



PERSON SPECIFICATION

(This is a guide and is not expected that any one candidate will necessarily fulfil all of the list points)

Skills	Assessed
Qualifications <ul style="list-style-type: none">• English and Maths GCSE (C or above/ Grade 4 or above)• Relevant qualification in supporting learning	AF AF
Experience <ul style="list-style-type: none">• Evidence of working successfully with young people who have a barrier to learning• Evidence of supporting young people in a learning environment• Attended courses that can aid the development of young people (for example counselling, mentoring)• Demonstrate your ability to overcome a difficulty	I, R AF AF AF
Knowledge <ul style="list-style-type: none">• To understand young people with challenging behaviour• Be able to apply the schools polices effectively• Understanding of working in a setting to educate young people• Understand how to support a young person in and out of the classroom• To be able to deal with parents and other agencies effectively• To enable a young person to make effective progress• Understands how to effectively safeguard young people	O AF, R AF O I I, R I, R
Leadership <ul style="list-style-type: none">• Has high standards and expectations of yourself• Set high standards for others• Is a motivator of others• Can inspire young people to dream big• Is an effective team player• Has integrity and accountability• Has excellent intra/interpersonal skills• Does not shy away from a challenge	AF O O I I I, R I I, R



Supporting Students

- Excellent Literacy and Numeracy skills
- Strong communicator
- Can work with young people in a range of capacities
- Can form outstanding relationships with young people
- Has excellent time management and organisational skills
- Strives to drive achievement and standards
- Is resilient and possess an excellent sense of humour
- Will embed the school ethos into all aspects of school life
- Can lead and run effective student interventions

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AF – Application Form, I – Interview, O – Observation, R – Reference