



St George's Academy

“Aiming high to achieve excellence for all”

Student Support Officer Job Description

Salary:	NJC Scale 4, pts 7 to 11
Hours:	37 hours per week, 42 weeks per year
Contract type:	Full time
Responsible to:	Senior Vice Principal / Vice Principal (Pastoral)

PURPOSE OF JOB

- To support the work of the Pastoral Team for one or more year group.
- To provide a high level of support to students in all matters of day-to-day life beyond the classroom, with first-line concern for their social and emotional well-being.

MAIN RESPONSIBILITIES, TASKS AND DUTIES

All responsibilities, tasks and duties to be carried out in line with Academy guidelines and policies.

- To be available and approachable to students with concerns, referring onwards to First Aid, SPMs or Form Tutors as required.
- To deal with the day-to-day operational issues associated with students, e.g. missing uniform.
- To deal with forgotten/lost planners and equipment.
- To deal with students arriving late to school
- Monitor attendance.
- To provide administrative support, including filing, word processing, reprographics work and data input.
- To maintain the signing in/out lists and transfer entries into Bromcom.
- Produce daily fire registers.
- To check the voicemail/email system for communications re student absence and contact parents in the event of unexplained absence.
- To liaise with outside agencies as necessary.
- To liaise with parents.
- To liaise with colleagues in school to organise support for students when necessary.
- To attend Pastoral Team meetings.
- To attend Parents' Evenings as required.
- Maintenance of Bromcom student database.
- Produce a day sheet for the daily pastoral morning meeting.

GENERAL

- To be responsible for personal continued professional development and take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school.
- To adhere to Health and Safety Regulations.
- To keep confidential any issues related to St George's Academy which are deemed confidential.
- To participate in appropriate meetings.
- To contribute to the development, implementation and evaluation of the school's policies, practices and procedures, so as to support the school's values and vision.
- To make a positive contribution to the wider life and ethos of the school.
- To uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school.
- To have proper and professional regard for the ethos, policies and practices of the school, and maintain high standards of attendance and punctuality.
- To support equal opportunities and promote anti-discriminatory practice.

It is important to recognise that any job description outlines only the minimum expectations of the post-holder and should not constrain any colleague wishing to take on additional responsibilities and activities that could positively affect their own, their team's or the school's development and improvement. All members of staff must be prepared to work flexibly, undertaking aspects of colleagues' work of a similar or lower level of complexity, in order to ensure:

- **Cover of the school's needs throughout the day**
- **Appropriate cover for colleagues when absent for any reason**

All Academy staff have a responsibility to safeguard and promote the welfare of children and young people within the Academy. This includes helping to safeguard pupils' well-being by following the requirements of Keeping Children Safe in Education and our school's child protection policy.

All Academy Staff are expected to make themselves familiar of the Academy Policies and Procedures and to adhere to these. These can all be found on the Academy X Drive.

This job description may be amended from time to time in discussion with the post holder.

Job Description Agreement

Employee Name:	
Job Title:	
I declare that I have read and understood the Job Description and Person Specification for the role and have sought clarification of any points where required.	
Signature:	
Date:	

PERSON SPECIFICATION

Student Support Officer

	ESSENTIAL	DESIRABLE	ASCERTAINED BY
1. EXPERIENCE	• Experience of working with young people aged 11-19 in a school environment • Experience of carrying out administrative tasks • Experience of dealing with face to face and telephone interactions • Experience of working successfully as part of a team	• Experience of working with outside agencies and professionals	Application form Application/interview Application/interview Application/interview
2. KNOWLEDGE	• Knowledge of the principles involved in giving advice and guidance to young people including the place of confidentiality and sharing information • Good level of ICT skills including knowledge of Microsoft Excel, Word and Power Point. • Understand the importance of safeguarding within a school environment • Knowledge of data protection and confidentiality procedures • Demonstrates a sound understanding of the qualities of support and effective learning and how these can be applied to raise student attainment	• Knowledge or working practice in the education sector	Application/interview Application/interview Interview Interview Interview
3. SKILLS AND APTITUDES	• An ability to communicate and build effective working relationships with students, parents, teachers and external organisations • Have the ability to work calmly under pressure and have the ability to adapt quickly and effectively to changing circumstances • Ability to make sound judgements when prioritising tasks and knowing when to refer	• Ability to find creative and imaginative solutions to problems	Interview Interview Interview

	ESSENTIAL	DESIRABLE	ASCERTAINED BY
	• An ability to use own initiative, work independently, with a creative approach to problem solving • Good interpersonal and communication skills (both oral and written) with the ability to relate to all levels of staff • Excellent attention to detail • Flexible with effective time management skills • Ability to set, maintain and actively promote high standards of student behaviour / attitude towards learning		Interview Interview Interview Interview Interview
4. QUALIFICATIONS AND TRAINING	• Educated to GCSE (grade 4 or above) level or equivalent in Maths and English • Evidence of continuing professional development	• Relevant degree • Relevant additional qualifications / training relating to education	Application form Application/interview
5. ATTITUDE AND MOTIVATION	• Calm and patient when dealing with others • Demonstrates accountability and ownership for own work duties and activities • An ability to work within a team environment and be supportive of the overall team effort • Demonstrates a 'can do' approach, self-motivation, ability to prioritise work and the ability to work autonomously • Ability to travel to work across the Academy's two campus sites • Attendance at some evening and early morning meetings may be required • Commitment to promoting the ethos and values of the school and getting the best outcomes for all students	• Clear commitment to raise aspirations and outcomes for all students regardless of context	Interview Interview Interview Interview Interview Interview