



## Job Description: Student Support Officer

This appointment recognises the requirements of the current Support Staffs' Pay Conditions Document, and reflects the policies established by the Governors of Tomlin's School. The post holder shall carry out those professional duties as circumstance may require, under the reasonable direction of the line manager. This document does not aim to specify all the details of the responsibilities and key tasks of the post holder and specific duties are subject to review with the line manager. All posts within the school are subject to an enhanced DBS disclosure.

**Salary Scale:** PS7 £29,291.00 - £31,810.00 Full Time Equivalent

**Hours of Work:** 36 hours per week

**Contract Type:** Permanent, 39 weeks + 4 weeks in the holidays

**Accountable to:** Relevant Heads of Year and Key Stage leader

### Job Purpose:

To provide proactive support for students including liaison with their families and relevant external agencies to improve educational opportunities and future life chances. To promote a positive attitude towards education and to help lead safeguarding within the school.

### Responsibilities

#### 1. Accountability

- a) To deputise for the safeguarding lead.
- b) Support students who show signs of mental health issues.
- c) Work proactively with young people to provide reinforcement of effective learning and good behaviour.
- d) Work on a planned basis with individuals, or groups, of students to ensure a positive experience in school.
- e) Work with students, and out of school agencies, to help alleviate effects of situations outside school on progress within school.
- f) Respond to problems with students that arise during the school day that are disturbing the learning of others.
- g) Liaise and meet with parents / carers as necessary to support students.
- h) Liaise and work with outside agencies.
- i) Contribute to the effective management of the school through the implementation of school policies, code of conduct and support for ethos of the school.
- j) As part of the duty team, carry out lunch time duties
- k) Work alongside Heads of Year, and the Head of Learning Support, to support our Looked After Children

- l) To provide support to potentially vulnerable students – eg those supported by the Pupil Premium or with special needs or disabilities.
- m) Contribute to the PeP process, supporting teachers to provide timely interventions and positive outcomes.
- n) Share in 'walking the school' including requests for help within lessons.
- o) Support the actions of others (Attendance Officer, Education Welfare Officer) to maximise student attendance.
- p) Contribute to targeted academic intervention work led by Heads of Year and the Key Stage 4 Intervention Co-ordinator.
- q) Maintain safeguarding records.
- r) To be aware of and comply with policies and procedures relating to child protection, safeguarding, pastoral issues, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person.

### **3. Communication**

- a) To maintain positive and active communication with young people.
- b) To liaise regarding day-to-day actions with the Safeguarding Lead, the Heads of Year and Senior Leadership Team link, for each relevant Key Stage.
- c) To liaise with Line Manager.
- d) To develop and maintain links with the families of students being actively supported.
- e) To liaise with outside agencies, including CAMHS and Social Services.
- f) To develop links with colleagues in local schools who have similar responsibilities.
- g) To produce reports, including discussion with the Senior Leadership Team and Governors, as required.
- h) To maintain a strict level of confidentiality.

### **4. Training and Development**

- a) To participate in arrangements for training and development of the team.
- b) To initiate new ideas and encourage professional development of the team.
- a) To participate in the Tomlinscote School and Sixth Form College Performance Management Programme as per whole school policy..

### **5. Other Duties**

- a) To be aware of and comply with policies and procedures relating to child protection, safeguarding, pastoral issues, health and safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person.
- b) To carry out any other tasks commensurate with the role/grade as may be requested by the Senior Leadership Team from time to time.

## Person Specification: Student Support Officer

Criteria	Essential / Desirable	Measured By
<b>1. Qualifications</b> 1.1. Minimum of 3 GCSE's Grade C or above or the equivalent. Must include Maths & English 1.2. Professional qualification related to guidance 1.3. A level / BTEC level 3 qualification	E  D D	Certificate / Application form / Interview
<b>2. Experience</b> 2.1 Experience of working with in a school environment, preferable with students aged 11-18 2.2 Experience of working within a team 2.3 Experience of working in a guidance / carer role 2.4 Experience of working with external agencies typical of a school context 2.5 Experience of working with students with challenging behaviour and mental health issues. 2.6 A commitment to safeguarding the welfare of children	E  D D D D  E	Application form / Interview
<b>3. Knowledge/Skills</b> 3.1 Good oral, written literacy and numeracy skills 3.2 Good IT skills (Excel, word, outlook, google) 3.3 Ability to work on own initiative 3.4 Ability to prioritise and organise own time 3.5 Ability to deal with emotional and difficult situations	E E E E E	Application form / Interview
<b>4. Behavioural Attributes</b> 4.1 Willingness to learn 4.2 Emotional resilience and awareness 4.3 Ability to maintain confidentiality 4.4 High standards of professionalism 4.5 Flexible and adaptable attitude 4.6 Co-operative spirit / can do attitude 4.7 Positive approach to problem solving 4.8 Patience with young people 4.9 Ability to establish and maintain appropriate relationships with young people 4.10 Responsible & conscientious approach to Health & Safety 4.11 Calmness under pressure / resilience	E E E E E E E E E E E	Application form / Interview