



The Mountbatten School

Student Support Manager

This role exists to ensure the orderly and purposeful ethos of the school campus. Post holders will respond to colleagues referring students who are experiencing challenges affecting their learning or the learning of others. Whatever the difficulty, the priority must always be to return the student to their learning as quickly as possible and with due regard to equal opportunities.

This role will involve working across both the pastoral and safeguarding teams. Post holders will be expected to be flexible in their approach to fulfill a pastoral role while being available to support the DSL as required.

GENERAL STATEMENT

To represent The Mountbatten School in a positive manner and to treat all visitors with respect, courtesy, and consideration, to ensure that every effort is made to satisfy reasonable requirements and assist in the maintenance of an attractive welcoming campus.

To carry out duties correctly and promptly in a good working atmosphere and to assist in the creation of a safer environment by adhering to Health and Safety Regulations and agreed Codes of Practice for school employees. Attendance at training courses may be required as part of professional updating

ROLE REQUIREMENTS

Theme	Responsibilities	Accountability
Behaviour Support and Management	Actively promote the school's exacting standards of uniform, behaviour, manners, punctuality and attendance Make judgements and recommendations around behaviour. Work alongside HoYs to ensure consistency and fairness to students. Triage access to student services support. Ensure students are able to access support but that being in lessons remains a main priority. Direct/timetable SSW's to walk the school site during lessons, at the	Ensure student files and attendance records are kept up to date. Ensure all staff are kept updated with regards to action taken, as appropriate. Keep HOYs, SLT and the Headteacher apprised of serious incidents and the actions taken.

	<p>changeover of lessons, breaks and lunchtimes. Train and support SSW's in carrying this out.</p> <p>Oversee the response to departmental requests to remove a student to inclusion. (On Call)</p> <p>Direct, oversee and carry out investigations into incidents (and take statements) at the request of SLT, HOY, HOF and Form Tutors</p> <p>Oversee the inclusion room. Support staff in inclusion as needed, ensure students arrive as required and ensure the correct environment of the room is upheld.</p> <p>Work with HoYs to oversee the provision and planning of immediate, short term support to distressed students. Direct and support SSW's as required.</p> <p>Work with HoYs to compile groups for planned support. Directing/support PSWs in contributing to this support.</p> <p>In consultation with HoY refer students to appropriate agencies</p> <p>Assist the HoY with the implementation of Pastoral Support Plans for selected students.</p> <p>Create, lead and support student leadership opportunities. For example, support prefects in their roles, running the anti-bullying group.</p> <p>Evaluate the effectiveness of interventions and oversee changes to support as necessary.</p>	<p>Delivery of planned short term intervention as deployed by HOY</p>
Working with Parents	<p>Develop positive working relationships with parents as appropriate at the direction of SLT and HoS/Y</p> <p>In liaison with the HoY signpost parents to appropriate external agencies.</p>	

Communication	<p>Meet regularly with HoYs/DHoYs to identify priorities and discuss progress.</p> <p>Ensure all appropriate information and communications are disseminated to relevant staff</p> <p>Communicate judgements around behaviour and sanctions to parents.</p> <p>Make sure all records are accurate and keep contents confidential</p> <p>Produce reports as required for SLT, governors and staff.</p>	<p>Regular meetings planned and held to discuss intervention and student issues.</p>
Safeguarding	<p>To support the DSL in safeguarding students as required. Managing the SSW's to ensure there is flexibility in the SSM day to day role to meet safeguarding needs.</p> <p>Monitoring CPOMs and ensuring appropriate follow-up action is taken to safeguard children and promote their well-being.</p> <p>Report disclosures and concerns to the school's DSL as required. Take accountability and leadership of cases.</p> <p>Complete referrals and reports, prepare for and attend meetings as requested. (eg. EHH,CiN, ICPC/RCPC)</p> <p>Support with staff training as required by the AHT and Safeguarding Manager (in-year starters).</p> <p>Proactively develop your own CPOD, staying aware of current trends and new areas of concern. Challenge decisions made in a professional manner.</p>	<p>All children in school are safeguarded in line with KCSiE.</p> <p>The DSL is kept informed of serious cases which require a higher level of intervention and CPOMs is monitored daily with cases followed through.</p> <p>All staff know and understand the safeguarding policies and procedures in place. Students understand the concept of Prevent and other key safeguarding issues.</p> <p>Personal knowledge is current and relevant to the context of the school.</p>

Other	<p>Maintain flexible working patterns given the requirements of the role.</p> <p>Develop professional knowledge, skills and experience through on-going professional development.</p> <p>Work alongside HoYs to direct support as required to the tutor system.</p> <p>Train and support teaching/non-teaching colleagues and parents as appropriate. This may involve coaching, managing and monitoring other colleagues.</p>	
<p>Any other duties associated with the role at the discretion of the Executive Headteacher</p> <p>This is not a definitive list of tasks. It is a guide and will be reviewed on an annual basis. Amendments can occur at any time in consultation with the post holder.</p> <p>The post-holder is required to respect the confidentiality of matters relating to students and other members of staff. The post holder must be aware of and comply with the requirement of the Data Protection Act (DPA), details of which are available from the School Business Manager.</p>		

NOTES

- The School and site are open between hours of 7.00 am and 10.00 pm and Support Staff are occasionally requested to carry out their duties during these hours in order to meet the operational needs of the school. Those staff who may be asked to work outside these times will have a note to that effect in their job description.
- Hours of work/designated lunch times may be subject to change for operational reasons.
- All applications for leave of absence, claims for additional hours, changes to published hours of working, etc. should be agreed by the line manager and processed via the HR Manager to enable records to be kept.
- No other holidays will be granted during term time without a very exceptional reason. Notice must be given in writing at least 6 working weeks in advance.
- In exceptional cases where time off is granted it will either be as
 - a) unpaid leave, or
 - b) time made up in lieu (by negotiation).
- There are other occasions when the Executive Headteacher may grant leave (unpaid or time made up in lieu)
 - a) overtime has been worked by agreement with the Executive Headteacher/School Business Manager.
 - b) to attend a special event e.g. graduation.

FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

PERFORMANCE REVIEW

All support staff undertake an annual Individual Appraisal in line with school policy and practice. This postholder's Appraisal will be managed by the Head of Upper School or Head of Lower School.

Date Prepared:	19/10/21
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