

Bridgwater and Taunton College Trust

Student Welfare Assistant



Student Welfare Assistant Grade: Band 06, Scale 10-12.

The success of the Bridgwater and Taunton College Trust will be underpinned by two fundamental beliefs:

Students come first: First and foremost, the purpose of the Trust is to enable students to achieve their potential, and it is this principle that drives how we make decisions and how we act. It is expected that anyone who joins or forms part of the Trust shares this philosophy.

We are team players: Whilst every colleague has a specific role to fulfil, we expect all staff to communicate with compassion, treat others with positive regard, collaborate and behave with professionalism. In our colleagues we seek energy, passion, initiative and cooperation, as well as acting in a way that promotes a positive image of the Trust in the wider community.

Our values

We are ambitious, collaborative and inclusive.

We believe that every role contributes to our students achieving. We are a values driven organisation and strongly feel a shared sense of purpose. We behave in a way that puts our students at the forefront of our actions and decisions making, we champion equality of opportunity and respect our colleagues, our students and our community. We believe passionately that all individuals are entitled to learn and should be encouraged to do so.

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Core Purpose

To lead and coordinate high-level administrative and operational support across all areas of safeguarding, student welfare, and pastoral provision. The postholder will ensure statutory compliance, accurate record management, and effective communication between the Senior Leadership Team, Designated Safeguarding Lead, staff, students, parents, and external agencies.

This role requires excellent judgement, discretion, and initiative in handling sensitive information and contributes directly to the school's safeguarding culture and wellbeing strategy.

Main Responsibilities

The responsibilities of this role could vary as a result of new legislation, changes in technology or policy changes. This job description is not an exhaustive list of tasks of the role.

Safeguarding & Welfare Administration

- Act as the primary administrative lead for all safeguarding and student welfare processes, supporting the Designated Safeguarding Lead (DSL) and Deputy Headteacher in ensuring the school meets statutory safeguarding obligations.
- Provide comprehensive administrative and clerical support to the DSL, Deputy Headteacher, and Pastoral Leadership Team to ensure the smooth operation of all pastoral and welfare processes.
- Administer, track, and maintain accurate records of behaviour, attendance, and safeguarding information using the Management Information System (MIS) and the school's online safeguarding system, ensuring compliance with data protection and statutory reporting requirements.
- Receive, review, and securely transfer all safeguarding files for new and departing students, ensuring full continuity of care.
- Follow up safeguarding issues in line with school policy, including direct contact with parents, carers, and external agencies as appropriate.
- Monitor and track all staff safeguarding training to ensure statutory compliance, maintaining accurate and up-to-date training records.
- Support the effective coordination of early help, multi-agency, and pastoral meetings; prepare and distribute documentation, take accurate minutes, and ensure timely follow-up on agreed actions.
- Prepare, issue, and file correspondence relating to behaviour, welfare, and safeguarding, including suspension, exclusion, and formal safeguarding communications.
- Update and maintain safeguarding displays, posters, and information leaflets across the school to ensure information remains current and accessible.

Data, Compliance & Reporting

- Ensure compliance with school policies and statutory safeguarding and data protection frameworks through meticulous record-keeping and audit-ready documentation.
- Use ICT systems and software to produce reports, data summaries, and transition information such as primary/secondary transfer data, safeguarding summaries, and behaviour reports.

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- Collect, analyse, and report on behaviour, attendance, and safeguarding data to support school monitoring, inspection readiness, and strategic decision-making.
- Prepare information and reports for senior leaders, governors, and external agencies, including incident logs for re-admittance meetings and material for governors' appeals.
- Support the completion of the Annual Safeguarding Audit and contribute to continuous improvement in safeguarding practice.

Professional Support

- Perform general office duties such as photocopying, filing, and data entry related to attendance, admissions, and behaviour as required.
- Serve as a trusted point of contact for students visiting the Student Welfare Office, ensuring they are supported in a calm, professional, and empathetic manner.
- Exercise independent judgement in prioritising workloads, managing confidential information, and responding to urgent safeguarding or welfare concerns
- Contribute to the ongoing review and improvement of safeguarding, behaviour, and welfare systems to enhance efficiency, accuracy, and impact.

Other Duties

- To attend mandatory training courses, e.g., Child Protection, Equal Opportunities and Health and Safety related courses.
- To promote and celebrate an approach of equality, diversity and inclusion for all colleagues, students and external stakeholders.
- Responsible for the health and safety of themselves and others.
- Responsible for the Safeguarding of and promotion of wellbeing for both children and colleagues.
- To be a team player and contribute towards the vision, culture and ethos of the school and Trust.
- On occasions, you may be required to carry out other duties commensurate with the role.

Person Specification

Area to be assessed	Essential criteria	Desirable criteria
Safeguarding	Must be able to demonstrate a commitment to the safeguarding and well-being of children and young people.	
Qualifications/Experience	<p>Minimum education to include GCSE Maths and English or equivalent.</p> <p>Good level of knowledge of computer applications including Word, Excel, PowerPoint and school management information systems or the ability to learn such specific</p>	<p>Experience of working in an educational setting.</p> <p>Formalised safeguarding qualification (e.g. Level 2).</p> <p>Experience in a safeguarding or pastoral support role within a school or similar organisation.</p>

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Knowledge/Skills	<p>systems.</p> <p>Administrative experience.</p>	<p>Experience liaising with parents, carers, and external agencies regarding student welfare or behaviour.</p> <p>Experience supporting the completion of statutory audits or compliance reviews (e.g. Safeguarding Audit, Ofsted preparation).</p> <p>Experience of admissions or attendance administration within a school setting.</p>
	<p>Able to record information accurately and to meet deadlines Strong literacy skills</p> <p>Excellent written and verbal communication skills, with strong attention to detail.</p> <p>Ability to relate to students and adults at all levels- emotional intelligence</p> <p>Approachable, sensitive with excellent interpersonal skills</p> <p>Ability to set targets, meet deadlines and to work under pressure</p> <p>Appropriate handling of confidential or sensitive information.</p> <p>Commitment to promoting the raising of standards</p> <p>Commitment to school and its links with the wider community</p> <p>Commitment to equality of opportunity and inclusion</p>	<p>Knowledge of <i>Keeping Children Safe in Education</i> and other statutory safeguarding frameworks.</p> <p>Understanding of school data systems, reporting processes, and educational terminology.</p> <p>Knowledge of local authority safeguarding procedures and referral pathways.</p>

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	<p>Willingness to contribute to the wider life of the school</p> <p>Team player; an ability to be reliable and work closely with other colleagues</p>	
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