APPLICANT PACK

Student Welfare Manager

Harris Academy South Norwood

SP30: Actual Salary £42,185.20
(FTE £45,123.00)

Term Time + 10 days
Working hours 08:00-16:30
Part time working and/or adjusted hours could be considered for the right candidate.

To arrange a confidential discussion about the post with the Principal, please email Claire Stafford (PA) at staffordc@harrissouthnorwood.org.uk

Deadline: Monday 30th November 2026 9AM

CONTENTS

1. Letter from the Principal
2. Our Academy
3. Job Purpose
4. Main Areas of Responsibility
5. Person Specification






Harris Academy
South Norwood

Dear Candidate

Thank you for expressing an interest in the post of **Student Welfare Manager**. Our **Student Welfare Manager** will lead on the promotion of Safeguarding and Welfare for the students at our school, and will take on day to day responsibility for the management of Safeguarding.

We are looking for a candidate with significant experience of working with young people in a safeguarding context, either within a school environment or within other agencies. Experience working closely with social care and other agencies working around student welfare would be an advantage.

The role will involve working closely with our Principal, Assistant Principal for Safeguarding & Inclusion, and the wider Pastoral Team and staff body within the Academy. This role will be student facing, including working closely with our most vulnerable students to ensure that they have the support required to thrive in their education and beyond. Day to day responsibilities will include making referrals to key agencies, attending key safeguarding meetings, coordinating internal interventions and support, management of the Wellbeing Hub, administering safeguarding information and records (including the oversight of CPOMS) and working closely with students and their families. You will be supported closely by a large team of DDSLs and pastoral leaders, working in partnership with the Senior Leadership Team to ensure impactful safeguarding outcomes.

If you want to make a sustained and significant impact on the lives of our young people, and feel that you have the empathy, skills and passion to thrive in a role like this, we would welcome your application.

Yours sincerely

Charlie Comerford
Principal

Our Academy

Harris Academy South Norwood is a mixed comprehensive school situated in the heart of South Norwood, SE25, just a few minutes walk from Norwood Junction. We serve an incredibly diverse school community with numerous languages, cultures and backgrounds represented within the school. Our staff are equally multicultural, with colleagues hailing from all over the UK and the world.

At HASN, we prioritise staff development and commit significant time and resources continued professional learning. We support colleagues to undertake professional qualifications and further study outside of the school, and encourage colleagues to plan and pursue their professional goals with our support.

Working withing the Harris Federation, we are able to draw on a wealth of expertise and experience across a all areas of school life and leadership, meaning that staff can draw on a wide professional network. In turn, this supports a healthy approach to workload in which leaders hold the firm belief that collaboration is our strength and that seeking support is often the best thing professionals can do for the children they work with.

HASN works closely with our local community, enjoying long standing relationships with local agencies and organisations that help us to further develop our offer for our students and make a sustained positive impact on their lives.





Job Purpose

- To act as a Deputy Designated Safeguarding Lead (DDSL) and deputise for the DSL in their absence.
- To lead on the promotion of Safeguarding and Student Welfare
- To coordinate the work of the Safeguarding Team
- To manage and make referrals to key agencies and represent the Academy in partnership work (e.g. at Child Protection conferences)
- To oversee the management and coordination of safeguarding records
- To coordinate safeguarding and welfare interventions within the Academy
- To work closely with students and their families, providing support as required.

Responsible to: Assistant Principal for Safeguarding & Inclusion

Liaise with: Senior Leadership Team, other school leaders, pastoral support staff and relevant staff with cross-school responsibilities, teaching/support staff, external agencies and parents.

Main Areas of Responsibility

Lead on the Promotion of Safeguarding and Student Welfare

The Student Welfare Manager will:

- Promote a strong culture of safeguarding and student welfare across the Academy.
- Act as a visible safeguarding presence within the Student Welfare Hub.
- Support the implementation of the Academy's safeguarding, child protection, attendance, behaviour and welfare policies.
- Ensure safeguarding remains central to all decision-making relating to students.
- Promote student wellbeing, resilience, mental health and positive engagement in education.
- Support vulnerable students, including those who are:
    - Children in Need
    - Subject to Child Protection Plans
    - Children Looked After or Previously Looked After
    - Young Carers
    - Students with SEND
    - Students at risk of exploitation, radicalisation or serious violence
- Support and challenge stakeholders to ensure students' welfare needs are identified and addressed promptly.
- Contribute to the development, implementation and review of safeguarding and welfare procedures.
- Ensure students know how to access support and report concerns.
- Promote student voice and ensure the wishes and feelings of students are considered in safeguarding decisions.

Coordinate the Work of the Safeguarding Team

The Student Welfare Manager will:

- Coordinate the day-to-day operational work of the safeguarding team.
- Support the DSL in implementing safeguarding systems and procedures.
- Allocate safeguarding concerns and actions appropriately across the safeguarding team.
- Monitor safeguarding caseloads and ensure timely follow-up of concerns.
- Chair or coordinate safeguarding, welfare and vulnerable student meetings as required.
- Ensure safeguarding actions are completed within agreed timescales.
- Support staff in managing safeguarding concerns and escalating issues appropriately.
- Provide advice and guidance to colleagues on safeguarding procedures and thresholds.
- Contribute to safeguarding quality assurance activities.
- Support new staff and agency staff in understanding safeguarding systems and expectations.
- Assist with safeguarding audits, reviews and inspections.

Manage Referrals and Multi-Agency Working

The Student Welfare Manager will:

- Make timely referrals to Children's Social Care where safeguarding concerns meet statutory thresholds.
- Complete and coordinate Early Help referrals.
- Refer cases to Police, CAMHS, Early Help, Youth Offending Services and other agencies as appropriate.

- Refer cases to the Prevent/Channel programme where concerns regarding radicalisation arise.
- Support staff in making safeguarding referrals and recording concerns.
- Act as a key point of contact between the Academy and external agencies.
- Attend strategy meetings, Child Protection Conferences, Child in Need meetings, Team Around the Child meetings and other multi-agency forums.
- Prepare reports and contribute professionally to external agency meetings.
- Advocate effectively for students and families to secure appropriate support and intervention.
- Escalate concerns where external agency responses are not providing sufficient support or protection.
- Maintain effective working relationships with safeguarding partners and local agencies.

Oversee the Management of Safeguarding Records

The Student Welfare Manager will:

- Lead the management and quality assurance of safeguarding records.
- Oversee the effective use of CPOMS and other safeguarding recording systems.
- Ensure concerns, disclosures, referrals and actions are recorded accurately, confidentially and in a timely manner.
- Monitor safeguarding records to ensure compliance with statutory requirements.
- Conduct regular audits of safeguarding records and practice.
- Ensure appropriate information sharing in accordance with safeguarding and data protection legislation.
- Maintain secure and accurate child protection files.
- Ensure safeguarding records are transferred securely and promptly when students move schools.
- Obtain confirmation of receipt for transferred safeguarding records.
- Produce reports and analysis relating to safeguarding trends, themes and outcomes as required.

Coordinate Safeguarding and Welfare Interventions

The Student Welfare Manager will:

- Coordinate welfare and safeguarding interventions for vulnerable students.
- Monitor the impact and effectiveness of safeguarding interventions.
- Develop individual support plans where required.
- Work collaboratively with pastoral leaders, SEND staff and attendance teams to ensure coordinated support for students.
- Lead targeted support for students experiencing welfare concerns.
- Coordinate support relating to issues such as:
    - Mental health and emotional wellbeing
    - Attendance barriers
    - Family difficulties
    - Child exploitation concerns
    - Peer-on-peer abuse
    - Online safety concerns
    - Domestic abuse
    - Neglect and abuse concerns
- Track vulnerable students and ensure agreed actions are implemented.

- Maintain oversight of students who are subject to safeguarding plans or external agency involvement.

Work Closely with Students and Families

The Student Welfare Manager will:

- Build positive and professional relationships with students and families.
- Meet regularly with students requiring safeguarding or welfare support.
- Undertake welfare-focused meetings with parents and carers.
- Support families in accessing external services and support.
- Provide guidance and advice to families regarding safeguarding, attendance and wellbeing.
- Undertake home visits where appropriate and authorised.
- Support reintegration plans for vulnerable students returning from periods of absence or alternative provision.
- Help overcome barriers that impact upon students' engagement, attendance, wellbeing or safety.
- Ensure families understand the Academy's safeguarding responsibilities and processes.

Training, Staff Development and Awareness

The Student Welfare Manager will:

- Maintain all statutory safeguarding training required for the role.
- Undertake DSL/DDSL training and refresher training in line with statutory guidance.
- Complete Prevent, safer recruitment and other relevant safeguarding training as required.
- Deliver or support whole-school safeguarding training and updates.
- Contribute to safeguarding induction for new staff, volunteers and governors.
- Ensure staff understand safeguarding procedures, reporting routes and local safeguarding arrangements.
- Keep abreast of developments in safeguarding legislation and best practice.
- Disseminate safeguarding updates and learning arising from local and national case reviews.

Reporting, Compliance and Quality Assurance

The Student Welfare Manager will:

- Prepare safeguarding reports and data for senior leaders, governors and trust representatives.
- Monitor safeguarding trends and identify emerging risks.
- Support the annual review of safeguarding and child protection policies.
- Support the Academy's compliance with all relevant guidance and legislation.
- Contribute to external reviews, inspections and safeguarding audits.
- Ensure safeguarding actions identified through audits are implemented and monitored.

General Responsibilities

The postholder will:

- Safeguard and promote the welfare of children and young people at all times.
- Maintain confidentiality whilst ensuring appropriate information sharing.
- Demonstrate commitment to equality, diversity and inclusion.
- Participate in training and professional development activities.
- Undertake any other duties commensurate with the grade and nature of the post as reasonably required by the Principal.

Person Specification

Area	Essential	Desirable
Qualifications	• University graduate (Good Honours degree) or equivalent	• Evidence of continuing professional development • Experience in Multi-ethnic urban schools. • Further qualifications. • Experience of working in an 11-18 school.. • Evidence of continuous self-development and updated knowledge in safeguarding

Knowledge, Understanding and Experience	• Experience of working with young people in a safeguarding and welfare context
	• A clear and good understanding of safeguarding issues, theory and practice, with particular regard to:
	  ○ refer cases of suspected abuse to the local authority children's social care as required;
	  ○ support staff who make referrals to local authority children's social care;
	  ○ refer cases to the Channel programme where there is a radicalisation concern as required;
	  ○ support staff who make referrals to the Channel programme;
	  ○ refer cases where a person is dismissed or left due to risk/harm to a child to the Disclosure and Barring Service as required; and
	  ○ refer cases where a crime may have been committed to the Police as required.
	• Sound knowledge of Microsoft software with knowledge of using a management Information system for input and export of student data Knowledge of the range of agencies that work with students and their families.
	• Training in child protection and safeguarding procedures
	• Knowledge of many of the social issues facing students from disadvantaged backgrounds
	• Good understanding of a range of welfare issues that may be affecting students and their families
		• Have a good understanding in relevant data protection legislation and regulations, especially the Data Protection Act 2018 and the General Data Protection Regulation;
		• Have a good understanding in the importance of information sharing, both within the school and college, and with the three safeguarding partners, other agencies, organisations and practitioners
		• Basic knowledge of first aid; eg. Emergency first aid

Academy Ethos	• Enthusiasm for and commitment to the achievement of the Academy's overall vision for success at all levels. • Motivation to work with children and young people.	

• Ability to build & sustain professional standards, relationships & personal boundaries with children and young people. • Emotional maturity & resilience in dealing with challenging behaviours. • Ability to contribute towards creating a safe & protective environment. • Empathy with the aims and objectives of Harris Federation • Willingness to continue professional development. • Commitment to maintaining high standards and expectations. • Commitment to contributing to academy life as a whole. • Commitment to equality of opportunity, valuing diversity and the safeguarding and welfare of all students.		

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post. The job-holder will ensure that academy policies are reflected in all aspect of his/her work, in particular those relating to:

1. Equal Opportunities
2. Health and Safety
3. General Data Protection Regulations (2018) and Data Protection Act (2018)
   Safeguarding children

Applying For The Position

We encourage you to apply as soon as possible as we may interview and offer to a candidate before the closing date. Please note that we only accept applications submitted before the closing date via our careers website.

Thank you for your interest in the Harris Federation. We look forward to receiving your application.

Before You Start Your Application

Please remember to check your junk mail folders for our email communications and add us to your safe senders list to ensure all future email communication is received. This is important to ensure you are kept up to date on the status of your application and to avoid delays in the recruitment process.

To submit an application, you'll need to have ready:

- Personal information about you
- Details of your education and employment history
- Details of any qualifications and training gained
- A CV and/or supporting statement to upload

Help and Support

For our Help and Support completing your application, visit **www.harriscareers.org.uk**

Safeguarding Notice

The Harris Federation and all our academies are committed to ensuring the highest levels of safeguarding and promoting the welfare of children and young people, and we expect all our staff and volunteers to share this commitment. All offers of employment are subject to an enhanced Disclosure and Barring Service (DBS) check, references, an online search, and where applicable, a prohibition from teaching check will be completed. Before applying, please review our **Policy Statement on the Recruitment of Ex-Offenders.**

Harris Federation