Student Services Support Officer

Contract Term : Fixed Term Contact until 31 August 2027

Start Date: as soon as possible if available, depending on pre-employment checks

Hours: 37.5 hours a week Monday to Friday, Term Time only including inset days (39 working weeks, plus pro rata holiday allowance of 6.17 weeks.

Salary: £24,765 Actual

Main Purpose of Job:
• Support the pastoral welfare of students and be available to students (and parents) in the year group throughout the day. • Establish positive relationships with students, parents, staff and external agencies in line with the school's vision and values. • Provide high quality pastoral support, ensuring high attendance and good punctuality of students. • Identify, refer and/or intervene in behavioural and safeguarding issues
Main Responsibilities and Duties:
• Assist with the completion of Multi Agency Referral Forms (MARFs), referrals to alternative provision and Early Help Assessments and contribute information for outside agencies on students (e.g. CAMHS) ADPR forms. • Supporting students both academically and personally, leading on interventions such as Personal Support Plans (PSPs), What Helps Me As A Learner (WHMAAL) and individual reports. • Assist the Pastoral Leader in managing behaviour, attendance and upholding school standards with uniform, taking statements, investigating incidents. • Under the direction of a member of SLT, arrange for suspension paperwork to be issued via the main office, and arrangements put in place for re-integration meetings, attending where required. • Keep the Pastoral Leader appraised of any concerns about student behaviour and identify any trends. Monitor data, check for patterns and concerns and consider appropriate interventions. • Act as a key adult for children within the year group. • Support students/parents with pastoral and level 1 safeguarding issues through mentoring, listening, investigations and Restorative Justice. • Support the transfer or placement of students to and from other schools. • Always present our SMART values of Self-discipline, motivation, aspiration and togetherness. • Ensure that telephone calls and messages are responded to in a timely manner and are recorded appropriately on Arbor. • Providing a lead contact for parents with the school. • Attend and support year team meetings and events by agreement, in liaison with the Pastoral Leader / SLT e.g. Parents Evenings, year team line management meetings and trips. • Liaise with Tutors and the Attendance Officer to ensure good attendance and reduce persistent absence within the year group. Carry out first line morning attendance calls and on occasion make home visits with a colleague. • Carry out welfare calls as required. • Get to know all the students within the year group and act as a champion for them. Recognise and celebrate excellent students and improvements that children have made in line with our Rewards Policy. • Provide a welfare service and act as a First Aider for the student and staff body. • Other general duties appropriate to the role and grade as directed.

Other

- Ensure that your involvement with students as well as other staff reflects the School's inclusive ethos and its commitment to being a professional learning community.
- Contribute to supervision duties to ensure the maintenance of a safe and secure school environment.
- Keep up to date with developments, understand and comply with the latest information on safeguarding, related policies, data protection, confidentiality and other relevant school practices.
- Ensure that safe working practices are adopted and a safe working environment is maintained.
- Attend and complete relevant CPD to support the role.

Facts and Figures:

Robert Blake School is an 11-16 Secondary School with approximately 1040 students and 140 staff. The school serves an area of high deprivation, with numbers of pupil premium, and SEN students well above Somerset and national averages

SUPPORT PROCESSES

Problem Solving and Creativity:

The post holder will need to be able to work flexibly and proactively, within a highly pressurised student facing office environment. However, much of the work is re-active, dealing with a huge variety of student issues as they occur. Required to be highly organised and able to use initiative in prioritising and determining the best way to support students within an overall framework of established school policies, guidelines and rules.

Decision Making:

Under overall direction from the Student Services Manager prioritises own timetable and workload, adhering to school policies at all times.

More complex decisions, where time allows, would normally be referred to Head of Year and/or a member of the Senior Leadership Team or specialist staff. Some decisions will be taken by the post holder immediately to deal with the situation presented.

Physical Effort and Working Conditions:

Normal school and office working environment, with frequent use of ICT. The office incorporates a student reception window, and the post-holder will spend part of their time in this area responding to questions and dealing with students. It is a busy, vibrant working environment in which collaborative working is paramount.

Contacts, Relationships, and Standards:

The post-holder is expected to develop positive relationships and effective working practices with young people and their families and colleagues. There is constant contact with members of the strong Pastoral Team and frequent contact with wider school staff, particularly middle and senior leaders, Pastoral Leaders and Student Services staff as well as teachers to receive and provide information and guidance about work, student behaviour, conduct, attendance and progress. Maintaining consistent and positive relationships is a key element of the post. The post-holder needs the ability to work independently and as part of a team. Resilience is essential.

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to a satisfactory Disclosure and Barring Service (DBS) Enhanced Disclosure Certificate.

Knowledge, Skills, Experience, and Personal Qualities:

The post-holder will:

- Have a minimum of 5 GCSEs (or equivalent) at grade 4 and above, including English and Mathematics.
- Possess excellent organisational, communication and interpersonal skills. A commitment to young people, their welfare, education and personal development. Must be able to relate well to school staff, students of all abilities, parents, carers, and external partners.
- Be able to work effectively under pressure.
- Be able to prioritise and manage workload, as well as supporting the work of others.
- Be able to maintain confidentiality and comply with data protection requirements.
- Act with discretion and integrity concerning students, their families, interactions and incidents.
- Have good ICT skills. You will be required to use a range of Microsoft products, including Outlook and Word, as well as other school specific software such as Arbor, for which training will be provided as required.
- Possess adaptability, be able to use their initiative, be reliable and resilient.
- Be able to work independently and as part of a team.
- Be student focused and able to establish positive relationships.
- Have a desire to improve and develop.
- Have enthusiasm, flexibility, and a sense of humour.