



# JOB DESCRIPTION

## STUDENT SUPPORT MANAGER

### Job Holder:

**Job Title: Student Support Manager**

**Salary: KR7**

**Responsible to: HoY**

**Contractual Hours: 37 hours per week; term time plus 5 INSET days + 5 days in school holidays**

### 1. PURPOSE OF JOB

- To contribute to raising standards of student attainment, achievement and personal development by providing effective pastoral support.
- To contribute to a positive school culture consistent with the Mission Statement and “climate for learning” by maintaining high standards of attendance, punctuality, conduct, appearance and expectations of students.
- To enhance productive partnerships between teachers, form tutors, parents and carers, students and external stakeholders by efficient and effective communication.

### 2. PERSON SPECIFICATION

#### **All**

- Dynamic, professional, positive and resilient.
- High expectations of self, colleagues and students,
- Capacity for sustained hard work, both as an individual and as a member of a team.
- Strong organisational, interpersonal and communication skills – written, phone and in person.
- Self-motivated and can act independently on own initiative, as well as effectively in a team.
- Knowledge and experience of supporting students’ academic and personal development.
- Passionate commitment to equality of opportunity for all students – particularly those in groups vulnerable to underachievement.
- Clear understanding of accountability and line management.
- Firm commitment to Continued Professional Development both for self and colleagues.
- Understanding of and commitment to safeguarding all students.

### **SSM**

- Knowledge and understanding of the range of issues impacting on students' academic and personal development and the ability to support students' academic and personal development, including the broad social and emotional issues that typically impact on adolescence
- Ability to liaise effectively with parents and a range of external bodies.
- Ability to hold students to account, and to provide both challenge and support in the context of mutually respectful relationships
- Ability to communicate with clarity, confidence and authority to – students, colleagues and parents.
- Able to work calmly under pressure and use own initiative to problem solve
- Commitment to the belief in the potential of each student to succeed – academically and personally.

### **3. DIMENSIONS:**

**No Budget**

**No subordinates**

This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed. This is a common occurrence and would not justify a reconsideration of the grading of the post. The post holder may be required to deal with a range of stakeholders both internal and external and carry out any duties as required by the Head teacher and Governing Body.

### **4. PRINCIPAL ACCOUNTABILITIES:**

- Work with the Head of Year to coordinate the work of form tutors and communicate with them regularly with regards to students in their forms.
- Organise the monitoring of reports, attendance, uniform, punctuality, detentions, etc., taking action where necessary. Set and update MIS for detentions and to record incidents. Interrogate MIS data to inform behaviour management tasks.
- Liaise with the Attendance Officer to support attendance procedures for the students in their year group and oversee the year group's attendance, monitoring low attendees and liaising with AO and HoY in related parent meetings and KCC referrals through the Digital Front Door System.
- Work with the Head of Year create and oversee a rota for Year assemblies, ensuring that the students conduct themselves in an orderly manner. Support Head of Year in coordinating and presenting year group assemblies.
- Coordinate and collate work that is set for students who are absent from lessons due to isolation, exclusion and long term sickness.

- Investigate problems that are reported regarding students (taking the lead for students which they are responsible for, and supporting other SSMs with bigger investigations) and then take appropriate action, which includes investigating outside incidents in the local community.
- Oversee admissions and leaving procedures for students in their year group.
- Provide contact between home and school and arrange meetings at the request of the school or the parents.
- Support the organisation of any relevant evening events in relation to their year group.
- Provide/collate information for reports for outside agencies where necessary and attend meetings with external agencies relating to the students they are responsible for. Attend meetings as required with outside agencies.
- On call for whole school/significant incidents; supervise isolation on rotation.
- Carry out a lunchtime duty.
- Maintain accurate records of meetings/telephone calls/communications and their outcomes.
- Work with the HoY in overseeing the care, welfare and Safeguarding of students. Refer difficult cases in accordance with the Child Protection Policy. Complete My Concern Referrals and related tasks. Escalate and liaise with outside agencies.
- To work with Head of Year to be responsible for the conduct of students, implementing L1 and L2 sanctions where appropriate and liaising with HoY and AHT with regard to L3,4 and 5.
- Work with the Head of Year to reward students and celebrate achievement/excellence wherever possible.
- Attend and participate in weekly Pastoral meetings with the HoY and the rest of the Year Team.
- To provide cover for Student Central Services and 1<sup>st</sup> Aid when required due to a colleague's absence.
- To support/liaise with AEN – in particular with reference to students in their year group.
- Support and Liaise with the exams Officer ensuring that students conduct themselves appropriately with exam procedures. Contact parents of absent students or home visits when required to ensure attendance for exams.

#### **5. ADDITIONAL RESPONSIBILITY/AREA OF EXPERTISE**

Each SSM will undertake an additional responsibility/area of expertise in Student Central Services to be agreed and confirmed at the start of each academic year – possible areas include Transition, Complex Investigations, Absence Management, Student Mental Health and Wellbeing, Equality and Diversity.

## 6. SCOPE FOR IMPACT

- The students should feel well supported and therefore be able to secure academic progress and maintain good wellbeing

## 7. JOB CONTEXT:

### Supervise

- Isolation, and Assemblies

### Provide Training

- This role will require a regular update of skills, and training will be provided accordingly

### Provide Services

- To students, parents, and teachers

## SAFEGUARDING

The school is committed to the safeguarding of children; all employees will receive training on Child Protection and need to have read the Child Protection Policy.

## CONFIDENTIALITY

All employees must maintain strict confidentiality regarding sensitive and confidential student and staff information.

## HEALTH AND SAFETY

All employees must take delegated responsibility for the implementation of the Act in the area where they work as outlined in the schools Health & Safety Policy. Health & Safety training to be provided.

Agreed By: \_\_\_\_\_ Date: \_\_\_\_\_  
Job Title

Agreed By: \_\_\_\_\_ Date: \_\_\_\_\_  
Headteacher