



STUDENT WELFARE OFFICER

CANDIDATE PACK



Central Region
Schools Trust

Founded by the RSA



Waseley Hills
High School



Introduction

Waseley Hills High School is a special place with a real sense of community, togetherness and purpose. The school community is made up of fantastic students, supportive parents and carers, and of course dedicated staff.

Our vision for the school is underpinned by three pillars: Aspire, Invest and Respect. By working together, with a common goal of students having the very best education and experience, we believe that our young people can flourish and become the best versions of themselves. We nurture every student's natural curiosity, providing them with life enriching opportunities to develop socially, academically and morally. Students at Waseley develop confidence, resilience, respect for others and a life-long love of learning. Our vision is for students to aspire to great things and become respectful members of the wider community.

Being part of the Central Regions School Trust, we are able to both provide and draw on expertise from within our network to underpin our commitment to provide exceptional quality education for all of our students. We believe that students can achieve brilliant things irrespective of their starting points and we always have the highest expectations of every one of our students. We expect them to always wear their uniform smartly and with pride, to behave well and to model the school values by trying their absolute best in all activities they take part in. We aim to support every student by working in partnership with parents and carers, keeping them informed about the achievements of their children and asking them to keep us informed about what is happening at home.

Through developing a strong partnership between school and home we aim to ensure that students are fully supported to develop in a safe environment. Our vision is that this investment in our young people is what allows them to flourish.

However, we believe that is always further improvements to strive towards. We are committed to developing our practice, in partnership with our community, to ensure that every student can leave school having reached their potential and feeling happy. We value every child and live by the mantra of no child left behind as we support them through their journey at secondary school.

Tom Preston

Tom Preston
Principal





Advert

Student Welfare Officer

Contract: Permanent

Hours: 37 per week, term time only + 5 INSET days

Salary: £29,617 - £31,277 (actual annual)

Waseley Hills High School is seeking to appoint an adaptable and empathetic Student Welfare Officer who can support our students with their wellbeing and behaviour. The appointed candidate will work with the wider pastoral team, students aged 11 to 18 and in collaboration with specialised external agencies. The successful candidate will have experience of working with teenagers, be a good listener and communicator with young people and must want the best outcome for students.

Waseley Hills is a wonderful place to learn and teach. We have a very hardworking team of teachers and support staff who provide a caring and welcoming atmosphere to our students.

All support staff are subject to the Conditions of Employment set out in their contract of employment and the National Joint Council for Local Government Services (The Green Book) Document. The Trust and its schools comply with these requirements as a minimum but optionally offer an incredible wellbeing package including free tea and coffee facilities, free eye tests, flu jabs, cycle scheme and a 24/7 employee assistance programme that offers a wide range of free support from emotional to financial and legal.

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. Online checks will be carried out on shortlisted candidates and an enhanced DBS will be required for the successful candidate. All successful candidates will be required to present their birth certificate along with evidence of any name changes.

Please note that applications must be the creation of the candidate applying. While technology, including artificial intelligence, may be used to help the candidate select certain phraseology, if substantial use of AI is used, the application will be disregarded.

The completed form should be submitted by 9.00am Monday 28th September 2026. However, early applications are encouraged as we reserve the right to interview earlier for this post should suitable candidates apply.



Job Description

Main purpose of role

To work as a member of the Student Support Team to lead and manage the day-to-day organisation of student behaviour support strategies.

- To encourage and support vulnerable young people by raising self-esteem and achievement.
- To help manage all aspects of student behaviour.
- To work with individual young people who are at risk of exclusion or have attendance difficulties.

Duties and responsibilities

- To support Heads of Year and other Student Welfare as required.
- To monitor, review and intervene to improve student punctuality, lateness and attitude to learning.
- To be the second line of parental contact and to initiate the creation of individual Student Welfare Officer support sessions.
- To monitor, review and intervene to ensure all students are managed and supported well, particularly those with specific learning support needs as well as behavioural/emotional.
- To co-ordinate the activities of internal and external support providers.
- To work with students and their families in re-admission planning following minor Fixed Term Exclusions from school and support students based in refocus.
- To liaise with the Key Stage Learning Support teams, tutors and Senior Team to ensure effective and co-ordinated communication of information.
- To participate in team meetings, supervision meetings and training events as required.
- Building trusting and open relationships with students
- Be consistent in approach when supporting students.
- Supporting students with mental health and wellbeing needs.
- Use de-escalation skills when required to support students through challenges to achieve a positive outcome.
- Creativity when delivering intervention sessions.
- Help students work through barriers for them to access learning.
- To liaise closely with Year Team Leaders and tutors and meet regularly with relevant student support staff to inform and help co-ordinate its work.
- Regular liaison with the relevant Year Team Leader and relevant Student Support Team staff regarding individual student attendance, home visits and first day absence calling.
- Lunch break and end of day duties.
- Investigation, recording and reporting of incidents.
- Interrogate data on behaviour, attendance and achievement to ensure proactive as well as reactive work with students
- Regular contact with parents to follow up issues/incidents.
- Co-ordination of student documentation for formal purposes.
- Provide student information, advice and guidance on issues that present barriers to learning and wellbeing.
- To support and deliver sessions with students in refocus as appropriate
- To attend Parents' Evenings, Year Team meetings and Pastoral meetings/Multiagency meetings as appropriate.



Other Duties

- Be aware of and comply with policies and procedures relating to child protection (Safeguarding), health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate senior leader or DSL.
- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- Be aware of and support difference and diverse needs and ensure all students have equal access to opportunities to learn and develop.
- Contribute to the overall aims/work/ethos of the school.
- Establish positive relationships and communicate with other agencies/professionals, in liaison with the pastoral team, to support achievement and progress of students.
- Participate in training and other learning activities as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Provide appropriate guidance and supervision and assist in training and self development as appropriate.
- Supervise students on visits, trips and out of school activities as required.
- To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this post.
- Any other duties commensurate with the grade to ensure the smooth running of the school.
- To undertake health and safety duties commensurate with the post and/or as detailed in the Directorate's Health & Safety Policy.
- To attend school training days as required.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Staff will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. This job description will be reviewed annually and the Principal reserves the right to alter the content of this job description, after consultation with the post-holder, to reflect changes to the job or services provided, without altering the general character or level of responsibility.



Person Specification

We are seeking to appoint someone who is able to demonstrate the following qualities and experience. Please note that if you are shortlisted any relevant issues arising from your references will be taken up at interview.

Criteria	Essential	Desirable	Method of Assessment
 Experience	- Working with the behaviour management of young people - Experience of direct work with young people - Understanding of the emotional and social pressures and issues of young people - Ability to understand and interpret legislation that affects young people in relation to health, education and social services	Experience in secondary school education 11-18 year olds.	Application form, references and interview. In addition to candidates' ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including: - Motivation to work with children and young people. - Ability to form and maintain appropriate relationships and personal boundaries with children and young people. - Emotional resilience in working with challenging behaviours and - Attitudes to use of authority and maintaining discipline.



Skills and Abilities

- Ability to prioritise tasks in a fast-paced environment
- Ability to problem solve
- Record keeping skills
- Excellent ICT skills
- Be an effective communicator displaying good listening skills, showing empathy and patience to the students needs
- Recognising the importance of having consistent boundaries
- Ability to prioritise own workload and meet deadlines
- Approachable style of working with others to achieve successful outcomes
- Flexible approach to work, to accommodate the needs of the post
- Confidential and discreet
- Recognising the importance of following Safeguarding policies
- Works well under pressure

- Experience of the use of de-escalation skills to achieve positive outcomes

Application form, references and interview.



 Personal Qualities	• Ability to work with initiative and as part of a team • Ability to work effectively and professionally with young people • Ability to work in partnership with parents and carers. • Self-motivated with a proactive and adaptable approach to work • Passionate about supporting young people with a variety of needs		Application form, references and interview.
 Education and qualifications	• GCSE (or equivalent) pass at grade C or above in English/literacy and Maths/numeracy. • Awareness of GDPR and confidentiality. • Awareness of safeguarding policies and procedures.	• Evidence of higher level qualifications. • First Aid qualification. • CPD record relevant to the role.	Application form.

Central Region Schools Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. As part of our stringent recruitment process, all applicants undergo thorough child protection screening, encompassing checks with previous employers and an enhanced DBS disclosure, in strict alignment with the 'Keeping Children Safe in Education' guidelines, which also includes an online search for all shortlisted candidates. At Central Region Schools Trust, we stand as proud advocates for diversity and inclusivity across all our schools, serving as an equal-opportunities employer and we encourage applications from individuals of all backgrounds and communities.

Need more advice?
Please see our website
www.waseleyhillsschool.org.uk



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