

Active
Learning
Trust

Candidate Pack
Pupil Support Officer
March 2026



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Dear applicant



Thank you for your interest in joining the Active Learning Trust. I know that choosing where to build your career is a big decision, and before I share the details of the role, I want to tell you why this is such a special place to work.

At ALT, we do things differently. We are a values-led organisation that believes our people are our greatest strength. We invest deeply in the adults who work with us, because when we help our colleagues grow, our pupils thrive. Ours is a community built on trust, care and ambition – where every member of staff is encouraged to discover their strengths, take opportunities, and know that their work is shaping brighter futures for the children in our care.

We don't see education as just a system; we see it as a moral mission. Every day, our staff bring energy, compassion and commitment to their roles, united by the belief that every child deserves the very best. We stand alongside you with high expectations, professional development, and unwavering support so that together we can achieve extraordinary things.

If you share our values and our passion for making a difference, we would be delighted to hear from you. I look forward to the possibility of welcoming you into our Trust – a place where people matter, potential is nurtured, and purpose drives everything we do.

With warm regards,



Lynsey Holzer
Chief Executive Officer

Active Learning Trust

Overview

Our multi-academy Trust was originally established in 2012 and is currently made up of 1,600 staff across 21 schools in East Anglia, serving over 8,600 young people and their families. Our shared Trust mission of delivering excellence to ensure our young people can thrive and prosper is at the heart of everything we do.

Our trustees fulfil their duties through our Trust Leadership Team, which includes our central team and school leadership teams, working together as one unified organisation with joint accountability. We have an established central team that is not only knowledgeable but also driven by an imperative to deliver the very best for the young people in our care.

At Active Learning Trust, we are restless for excellence and improvement so that our children can thrive and prosper. Deeply rooted in the heart of our communities, people choose to join our trust because we make a difference. We explore the art of the possible to find the right solutions for our children, our people and the wider education sector.

Our Team

Our team is made up of experts across all specialist areas, including education, finance, HR, communications and marketing, estates, governance, procurement, data and IT. Their skills allow us to deliver shared savings and, more importantly, provide essential services to schools, enabling school-based leadership to focus on improving outcomes for pupils in the broadest sense.

- We know our schools exceptionally well and we offer both honest reflection and evaluation of our strengths and areas for improvement.
- We have clear and appropriate plans for continuing to improve the quality of education and pupil achievement.
- We encourage and celebrate the individual characteristics of each of our schools and provide them with a good balance of autonomy central oversight and accountability.

Our People-First Philosophy

At Active Learning Trust, we invest in you from day one. We love working with specialists that are united by their skills and passion for shaping the future of education. We provide tailored coaching, leadership training and clear progression pathways that turn roles into fulfilling, lifelong careers. Guided by our values of open dialogue, bold thinking and supportive teamwork, we put your growth and well-being at the heart of everything we do - so you can focus on making a real difference in our schools and beyond.

Our Values

At the heart of our Trust are five core values that shape our culture and guide every aspect of our work. They influence our interactions, decisions and strategic direction, and they unite our school communities.



I aspire, we achieve



We're curious, creative and bold



A family, not a house share



Comfortable being candid



Humour, humility, humanity



“

ALT creates environments where professionals can be bold and courageous in their practice, bringing about excellent outcomes for both students and staff. Our students receive the best standard of education from practitioners who are motivated to give their best as they are supported by a Trust that treats all with humanity, humility and humour!

More personally, I'm grateful for the CPD and career opportunities presented to me, that have allowed me to grow from an NQT into a Headteacher in 8 years.

Louise Creed
Headteacher, The Albert Pye
and Ravensmere Schools Federation

Our Schools

Active Learning Trust encompasses 21 schools across East Anglia – eight in Cambridgeshire, 12 in Suffolk and two in Norfolk.

Our schools fall naturally into three designated geographical sub-regions – Ipswich, Norfolk & North Suffolk, and mid Cambridgeshire. This allows the Trust to apply 'hub' level school-to-school support and collaborative working along with other mutually supportive arrangements. The synergy this creates has become a key way of working for our teams and continues to develop further over time.

For more information on our schools, please visit our website.

[View our schools](#)



Job Vacancy

Pupil Support Officer

This role is built on relationships, respect and real impact.

We are looking for a committed Pupil Support Officer to help strengthen the pastoral provision at Cromwell Community College. This role plays an important part in ensuring every young person feels known, supported and able to thrive. Working closely with our pastoral team, the postholder will build strong relationships with pupils and families, respond to emerging concerns with clarity and care, and help maintain consistent expectations across the school. We are seeking someone who brings warmth, resilience and excellent communication skills, along with a genuine belief in the difference great pastoral care makes for children and young people.

Summary of Key Responsibilities

- Build positive relationships with pupils and parents, acting as a first point of contact and supporting day to day pastoral needs.
- Support the delivery and administration of pastoral support plans, attendance discussions and referrals to external agencies.
- Facilitate restorative conversations, monitor behaviour trends and work with staff to promote positive behaviour for learning.
- Support in-year admissions processes and maintain accurate records of interventions, safeguarding concerns and incidents.
- Contribute to wider school activity including events, transitions and upholding consistent expectations across the school.

Why Join Our Trust?

- Belong to a compassionate and inclusive trust that values you and the role you play.
- Join an experienced group of people that are fully dedicated to delivering the best for our children.
- Gain access to our VivUp employee benefit system, Cycle to Work scheme and local government pension scheme.

Contact

If you would like an informal discussion about the role, or for more info, please contact Vicki Walpole, Human Resources and Recruitment Officer, at: vwalpole@cromwell.cambs.sch.uk



**Cromwell
Community
College**

Location

Chatteris, Cambridgeshire

Contract

Full Time, Temporary
(Maternity Cover)

Salary

ALT Grade E
£26,196 - £27,255 FTE

Closing Date

19 April 2026

Interviews

To be confirmed

Job description

Pupil Support Officer

Salary: ALT Grade E
Academy Site: Cromwell Community College
Reporting to: Vice Principal

Main purpose

The Pupil Support Officer will play a key role in delivering outstanding pastoral care for the pupils of Cromwell Community College. Pastoral care involves emotional and academic support for young people whilst supporting the Pastoral Team in dealing with issues and concerns which occur.

Duties and responsibilities

- Day to day communication with parents/carers, being the first port of call for parents/carers
- Administrative support for the effective delivery of pastoral support plans
- Meeting with pupils regarding attendance issues
- Administering and organising in-year admissions
- Day to day support for pupils
- Facilitating restorative conversations between pupils
- Liaison with external agencies
- Recognising and supporting the individual needs of vulnerable pupils including disadvantaged, SEND and CIC.
- Supporting the completion of referrals to external agencies for support such as EHA, Managed Move, ADHD
- Supporting the monitoring of behaviour trends and liaising with teaching staff to ensure positive behaviour for learning
- Supporting the collection of pupils from lessons or social time to detentions, Triage or Seclusion.
- Safeguarding pupils, including recording of bullying, homophobic and racist incidents
- Supporting whole school events such as Open Evening, Parents' Evenings and transitions
- Dealing with uniform and equipment issues
- Keeping effective records of intervention
- Upholding of school expectations

Generic responsibilities of all Active Learning Trust employees

- To consistently uphold the Trust's Aims, Visions and Values.

- To work in a co-operative and polite manner with all stakeholders and visitors to promote and enhance the reputation of the academies and Trust.
- To work with children and young people within the framework of the academy in a courteous, positive, caring, and responsive manner.
- To take an active and positive role in the Trust's commitment to the development of staff and review procedures, undertaking training as required.
- To act in a professional way that is consistent with the values and expectations of the Trust.
- To be responsible for promoting and safeguarding the welfare of children and young persons.

The Active Learning Trust is committed to safeguarding and promoting the welfare of all children and young people. We expect all staff to actively share this commitment. All adults working in our Trust in whatever capacity will be part of a thorough safer recruitment process. All appointments will be subject pre-employment checks including the taking of satisfactory references and enhanced criminal record clearance (via the Disclosure and Barring Service) in line with the need to create and maintain a safe culture.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks expected to be carried out. It will be reviewed annually in conjunction with the appraisal process and planning for the next academic year. It will be reviewed, and it may be subject to modification or amendment at any time after consultation with the holder of the post. The duties may be varied to meet the changing demands of the Trust at the reasonable discretion of the Reports to Manager.

Person Specification

Pupil Support Officer

E = Essential / D = Desirable

Qualifications & Training		
Grade C or higher in GCSE (or equivalent) English	E	
First Aid certificate (training will be given if necessary)	E	
Relevant Further or Higher Educational qualifications		D
Experience / Knowledge		
Experience and understanding importance of Data Protection	E	
Experience of dealing with confrontation	E	
Experience of using spreadsheets	E	
Experience of writing reports that include data	E	
Willingness to undertake training to enhance knowledge of correct protocols and procedures	E	
Skills and Abilities		
Ability to maintain strict confidentiality of information received in College	E	
Excellent interpersonal and communication skills (oral and written)	E	
Ability to work effectively with and command the confidence and respect of colleagues / parents / outside agencies	E	

Proficient in the use of ICT (MS Office suite, SIMS)	E	
Ability to manage time efficiently, work calmly and make decisions under pressure	E	
Excellent organisational skills with the ability to prioritise tasks	E	
Ability to work alone and as part of a team	E	
Possess the following personal attributes and be: honest, loyal, caring, adaptable and assertive (when appropriate)	E	
A willingness to work flexible hours as and when there is a need		D
Personal Qualities		
<p>Embodies of the Active Learning Trust's values:</p> <ul style="list-style-type: none"> - I aspire, we achieve - We're curious, creative and bold - A family, not a house share - Comfortable being candid - Humour, humility, humanity 	E	
Commitment to uphold the seven principles of public life (the <u>Nolan principles</u>) at all times	E	
Commitment to maintaining confidentiality at all times	E	
Equal Opportunities		
Commitment to inclusion, equality and diversity	E	
Safeguarding		
Responsibility for safeguarding and promoting the welfare of children and young people.	E	

Application Process

How to Apply

You can browse and apply for all Active Learning Trust vacancies by clicking the link below to access our recruitment platform. Once you have found the corresponding vacancy, click on the 'Apply Now' button to begin your application. You can save your application and return to it at any time. Please ensure you have completed and submitted your application before the deadline shown on the job advert.

[View current vacancies](#)

Hints and Tips

To increase the chance of your application being considered for the role, please follow these steps:

- Use the Person Specification document to write your application. Consider using the headings and give examples where possible.
- Check for punctuation and grammar errors.
- Ensure your first referee is from your current or most recent employer. If you are employed within a school or academy, ensure you list your Headteacher as your first referee.
- All gaps in employment history must be explained. This should start from the date you left full-time education, including the summer holiday.



Useful Information

As an equal opportunities employer, we welcome applications irrespective of race, gender, religion, disability, sexual orientation and/or age. We value the individuality and creativity that every worker potentially brings to the workforce.

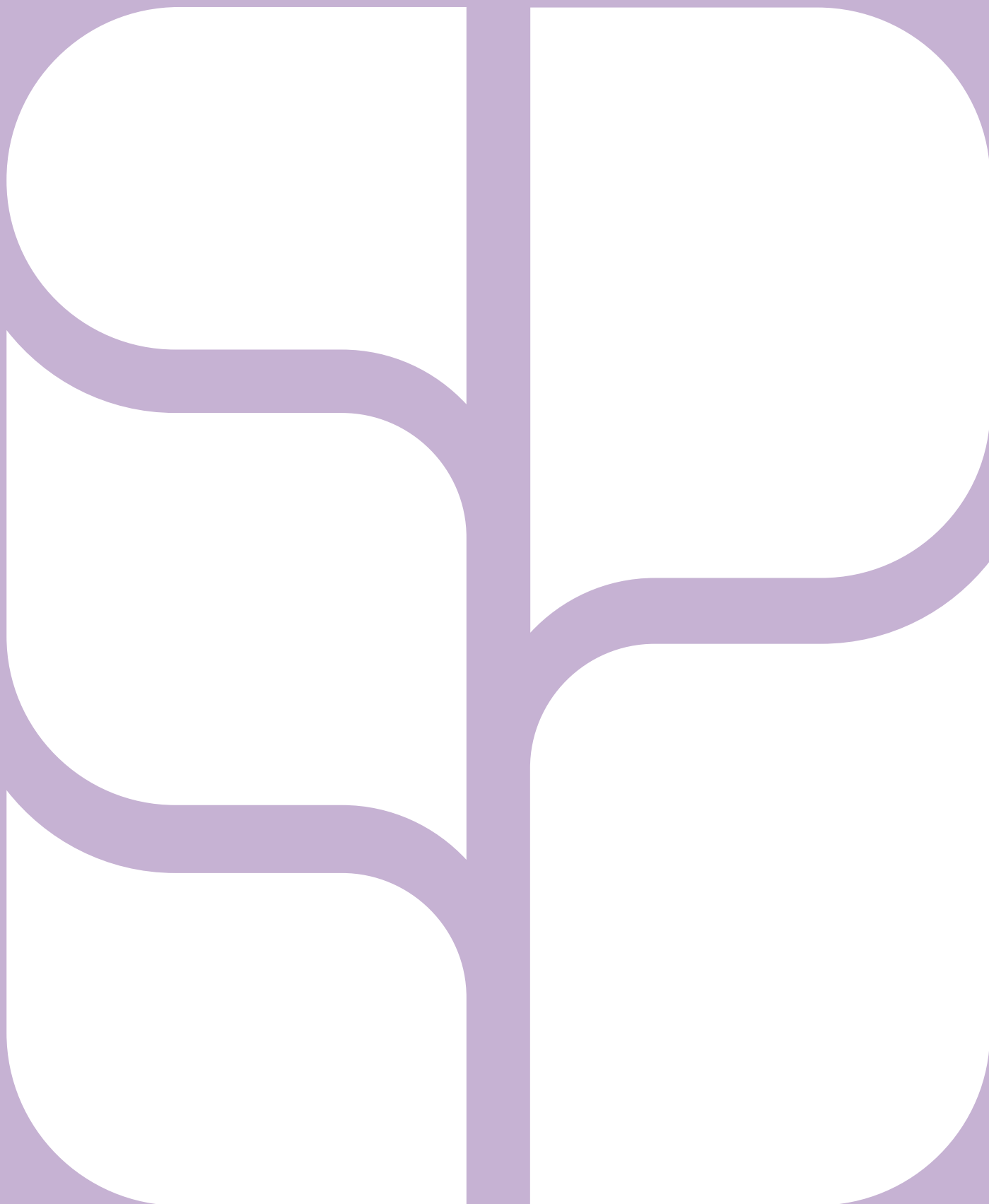
No CVs are accepted in line with requirements of Keeping Children Safe in Education, therefore all applications are required to be completed using the MyNewTerm platform.

The Active Learning Trust reserves the right to interview and appoint prior to the advert closing date. With this in mind, we encourage you to apply as soon as possible.

The Active Learning Trust is committed to safeguarding and promoting the welfare of all children and young people. We expect all staff to actively share this commitment. All adults working in our Trust in whatever capacity will be part of a thorough safer recruitment process. All appointments will be subject to pre-employment checks including the taking of satisfactory references and enhanced criminal record clearance in line with the need to create and maintain a safe culture. Please be advised that references may be requested prior to interview for roles within our academies, where permission has been given to do so via MyNewTerm.

Candidates are advised that, if shortlisted for interview, they will be subject to an online search of information in the public domain.

This post will come under the requirements of the Childcare (Disqualification) 2009 Regulations and the successful applicant will be required to complete a declaration form to establish whether they are disqualified under these regulations.



www.activelearningtrust.org