

Job Description

Role	Pastoral Lead
Reports To	Headteacher and Senior Leadership Team
Location	Heron Hall Academy
Working Pattern	Monday to Friday – 36 hours per week
Contract Type	Permanent Term Time + 1 week – 39 weeks per year
Salary	NSCT Pay Range 26 – 28 Depending on experience and in line with Trust Pay Policy FTE Salary: £33,964 – £35,414 Actual Salary: £29,096 – £30,338 NSCT Health Cash Plan + Generous Pension
Annual Leave	<i>25 days + 8 Bank Holidays</i> Holiday year runs from 1 st September – 31 st August. Annual leave entitlements are calculated in your salary. No additional paid leave is provided and leave is taken during school closures.

Job Purpose

The Pastoral Lead plays a key role in supporting the wellbeing, behaviour, attendance and personal development of pupils at Heron Hall Academy. Working within the academy's inclusive and diverse community, the post holder helps to ensure that pupils receive consistent day-to-day pastoral care, enabling them to engage positively with all aspects of academy life. The Pastoral Lead will work in close partnership with pupils, families, teaching staff and the wider pastoral team to identify and address concerns at an early stage, providing targeted support within their allocated year group(s). They will help maintain a safe, respectful and supportive environment where all pupils are encouraged to thrive. Under the direction of the Head(s) of Year and line manager, the Pastoral Lead will contribute to the effective delivery of the academy's pastoral provision and play an important role in maintaining strong communication between home and the academy.

Employees will be expected to comply with any reasonable request from their line manager and senior leadership team to undertake work of a similar level and grade that is not specified in this job description. Following consultation with you, this job description may be changed by management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Key Responsibilities

Pastoral support and pupil wellbeing

- Provide daily support to pupils within your assigned year group, responding promptly to behavioural, emotional, social or attendance concerns as they arise within the academy.
- Be a first point of contact for parents/carers within the key stage, helping to resolve concerns affecting pupil wellbeing, behaviour or academic progress, and maintaining positive relationships between home and the academy.
- Support pupils who are experiencing challenges, including those from disadvantaged backgrounds, pupils with SEND, or those with identified barriers to learning, by signposting and facilitating appropriate internal and external interventions.
- Promote positive relationships through restorative conversations and conflict resolution strategies in

collaboration with Heads of Year, teaching staff and other academy stakeholders, fostering a respectful and inclusive school culture.

Case management and follow-up

- Respond to daily duty referrals and manage low-level behavioural incidents in accordance with the academy's behaviour policy, ensuring timely intervention and accurate recording of actions taken.
- Maintain accurate and up-to-date pastoral records for pupils, including behaviour logs, wellbeing notes and other relevant documentation in line with school procedures.
- Refer safeguarding concerns promptly to the designated safeguarding team in accordance with academy and statutory safeguarding procedures, ensuring pupil welfare remains the highest priority.
- Assist with the follow-up and resolution of pastoral issues, ensuring consistent communication with Heads of Year, parents/carers and other professionals where required.

Collaboration and communication

- Work closely with Heads of Year to support the effective pastoral management of pupils and provide administrative support where needed, including arranging and attending meetings with families and external professionals during and where necessary outside of academy hours.
- Liaise with teaching staff, curriculum leaders and support staff to facilitate restorative approaches, support reintegration following absence or exclusion, and ensure continuity in pastoral care.
- Attend and contribute to regular pastoral and year team meetings, sharing updates and supporting the dissemination of key pupil information across relevant staff within the academy.
- Support the monitoring of pupil behaviour and attendance patterns by identifying emerging trends, raising concerns where necessary, and sharing relevant data and observations with Heads of Year to inform planning and interventions.

Trust Expectations Framework

Ethos:

- Support the Trust's vision, mission and strategic priorities, contributing to the achievement of "Stronger Together".
- Act as a professional ambassador for the Trust, representing its values within your role and wider community.
- Demonstrate and uphold the Trust's values of inclusion, ambition, support, kindness and integrity in all aspects of practice.
- Build and maintain positive, respectful and professional relationships with colleagues, parents, carers, stakeholders and the wider community.
- Actively contribute to Trust-wide initiatives, events and community engagement, reflecting the Trust's commitment to Education, Community and Opportunity (ECO).
- Work collaboratively with colleagues across the Trust to support high standards and continuous improvement for all pupils.

Professional development and collaboration:

- Engage fully in professional development activities and performance management processes, demonstrating a commitment to continuous professional growth.
- Collaborate effectively with colleagues across the Trust to share good practice and contribute to sustained improvement in teaching and learning.
- Remain open to new ideas, evidence-informed approaches, technologies and strategies in line with Trust priorities and educational developments.
- Contribute constructively to quality assurance and internal review processes, working with senior leaders to support professional learning and improvement.

Safeguarding and well-being:

- Promote and uphold a culture where safeguarding and the welfare of children and young people is everyone's responsibility.
- Comply fully with statutory safeguarding requirements, including Keeping Children Safe in Education (KCSiE) and all Trust safeguarding policies and procedures.
- Act promptly on any safeguarding concerns or disclosures, following Trust reporting procedures without delay.
- Contribute to the creation of a safe, secure and supportive environment for pupils and staff, both physically and emotionally.
- Engage in all mandatory safeguarding training and ensure knowledge is kept up to date in line with role requirements.
- Promote inclusion, mental health awareness and well-being, recognising their importance in supporting positive outcomes for pupils and staff.

Professional conduct and compliance:

- Adhere to all Trust and academy policies, procedures and codes of conduct, ensuring consistency with organisational expectations.
- Comply with health and safety requirements to maintain a safe working environment for pupils, staff and visitors.

- Promote equality, diversity and inclusion in all aspects of practice, ensuring a culture free from discrimination or harassment.
- Uphold British Values and comply with the Prevent Duty in line with statutory guidance.
- Contribute to the Trust's strategic priorities through professional behaviour, attitude and practice.
- Engage positively with audits, inspections and quality assurance processes to support accountability and continuous improvement.
- Maintain high standards of professionalism in conduct, communication and appearance, acting as a role model at all times.
- Build and maintain positive relationships with parents, carers, stakeholders and the wider community in support of Trust objectives.
- Participate in outreach and engagement activities that strengthen links between the Trust, families and the wider community.

Acknowledgment and Agreement

I acknowledge that I have read and understood the job description and the Trust Expectations Framework. I agree to carry out the duties of the role to the best of my ability and in accordance with the Trust's policies and procedures.

Employee Name:	Employee Signature:	Date:

Job Specification

Qualifications (or equivalent qualification)	Essential	Desirable
Grade 4 (C) or above GCSEs in English and Maths	☒	☐
A levels and degree in any subjects	☐	☒
Level 3 or 4 qualification in education, youth work, counselling or another related field	☐	☒
Evidence of Continuous Professional Development	☐	☒
Professional Experience	Essential	Desirable
Proven experience working in a pastoral or pupil support role within a secondary school or educational setting	☒	☐
Supporting young people facing a range of challenges, including behavioural, social, emotional or family-related issues	☒	☐
Liaising effectively with parents/carers and external agencies and colleagues to support pupils and build strong collaborative relationships	☒	☐
Working with pupils with SEND, EAL and other additional needs, and understanding the pastoral needs of diverse communities	☒	☐
Familiarity in managing casework, maintaining accurate records and following safeguarding procedures	☒	☐
Skills and Knowledge	Essential	Desirable
Good understanding of child development and the social, emotional and behavioural factors affecting secondary school pupils	☒	☐
Awareness of SEND and inclusion issues and barriers, and appropriate pastoral interventions	☒	☐
Understanding the impact of socio-economic factors on pupils' wellbeing and behaviour	☒	☐
Familiarity with restorative approaches and positive behaviour management techniques	☒	☐
Ability to engage and inspire pupils across a diverse range of abilities and needs	☒	☐
Ability to analyse data and implement effective operational strategies to improve outcomes within your role	☒	☐
Proficient in IT, including Microsoft 365 applications	☒	☐
Familiarity with role-specific platforms, digital tools and resources		
Awareness of online safety and responsible use of digital tools	☒	☐
Understanding of safeguarding, child protection and health & safety	☒	☐
Knowledge of equality, diversity and inclusion	☒	☐
Understanding of GDPR and data protection regulations in education	☒	☐
Attributes	Essential	Desirable
Communicate professionally and respectfully with pupils, staff and the wider community, using clear verbal, written and interpersonal skills	☒	☐
Work collaboratively and constructively with colleagues and the wider academy community to support a positive environment	☒	☐
Handle disagreements and challenging situations calmly and professionally, promoting respect and resolution	☒	☐
Remain calm, approachable and solution-focused under pressure and when challenged	☒	☐
Prioritise the safety, wellbeing and development of pupils and staff	☒	☐
Take the initiative and respond proactively to the needs of pupils and colleagues	☒	☐
Be punctual, reliable and committed to professional responsibilities	☒	☐
Manage time effectively, meet deadlines and adapt to changing demands	☒	☐
Demonstrate strong organisational skills with accuracy and attention to detail	☒	☐
Exercise discretion and maintain confidentiality when handling sensitive information	☒	☐
Uphold ethical standards and demonstrate high levels of trust and integrity	☒	☐

Aligned with Trust values demonstrate a positive attitude and act as a role model	☒	☐
Value diversity and actively contribute to an inclusive environment for all	☒	☐
Engage in self-reflection, embrace professional development and use creativity and technology to enhance practice	☒	☐