



# Queen Katharine Academy



## Queen Katharine Academy

Application Information Pack

## Pastoral Services Administrator



Working together to transform lives through education



## Principal's Welcome

---



Dear Applicant,

Thank you for your interest in joining Queen Katharine Academy (QKA). I am delighted to introduce myself as the new Principal and to welcome you to a school celebrated for its vibrant and diverse community.

At QKA, both students and staff thrive in an inclusive and supportive environment, making our academy a truly exceptional place to work and learn.

Our commitment to academic excellence, character development, and a positive school culture is at the heart of everything we do. Guided by our core values — **Respect, Ambition, and Responsibility** — we aim to foster a collaborative and aspirational workplace where every colleague is valued and empowered to reach their full potential. Whether you are starting your career or bring a wealth of experience, you will find a culture that supports professional growth, innovation, and a shared dedication to continuous improvement.

Queen Katharine Academy is proud to be part of Thomas Deacon Education Trust (TDET), a forward-thinking network of academies dedicated to collaboration and educational excellence. As a member of TDET, our staff benefit from shared expertise, resources, and opportunities for professional development within a supportive and progressive network.

With over 20 years of experience in education, including senior leadership roles across a variety of schools, I know how vital a nurturing and ambitious staff culture is for student and school success. At QKA, I am dedicated to building on our strong foundations and working closely with colleagues to create an environment where staff are valued, supported, and empowered—so that together, we can ensure every student is supported, challenged, and inspired.

We are proud of the progress our academy community continues to make and excited about the opportunities ahead. If you are seeking a rewarding, dynamic, and supportive environment where you can grow your career and make a real difference, I encourage you to apply to join our dedicated team.

Thank you for considering Queen Katharine Academy as the next step in your professional journey.

Yours sincerely,

Mr. M. Taylor | Principal



## Job Description

<b>Job Title</b>	Pastoral Services Administrator
<b>Reports to</b>	Director of Key Stage
<b>Salary/Grade</b>	Pathway 3
<b>Date Last Evaluated</b>	April 2026
<b>Core Purpose</b>	To provide high-quality administrative support to the pastoral team, ensuring efficient operation of behaviour monitoring, attendance tracking, parent communications, and timely completion of pastoral processes and documentation.

## Key Responsibilities

- Serve as the initial point of contact for phone calls, emails, and enquiries from parents, carers, and staff regarding student pastoral matters for your assigned Year groups.
- Manage incoming communications professionally, providing accurate information or directing enquiries to the appropriate pastoral team member.
- Record and monitor student attendance accurately, including Behaviour Hub and internal interventions.
- Ensuring follow up calls, SAMS meetings and home visits actioned.
- Maintain detailed records of behaviour incidents, tracking follow-ups and outcomes.
- Ensure all records are updated promptly in MyConcern or equivalent pastoral systems.
- Draft and process suspension letters, parental communications, and other formal pastoral documentation; Behaviour Panel Referrals, Principal Board documentation and other standard forms within the Escalation Framework.
- Maintain timelines for all pastoral communications, interventions, and reporting, ensuring compliance with school policies.
- Complete MyConcern entries accurately, attaching evidence and logging actions for review by the pastoral team.
- Organise meetings with students, parents/carers, and staff, including follow-up reminders and room bookings.
- Prepare documentation, attendance records, and reports for pastoral meetings as required.
- Support the pastoral team in managing deadlines and ensuring timely completion of all administrative processes.
- Work closely with Pastoral Leads, Behaviour Support Coordinator (BSC).
- Assist with ad-hoc pastoral tasks, including report generation, filing, and coordination of pastoral initiatives.
- Contribute to maintaining a structured and efficient pastoral administration system.
- Student Supervision on allocated Duties.
- Administer medication/first aid as required.



## General Responsibilities

---

- Comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.
- Create and maintain positive and supportive relationships with staff, parents, business, community and other stakeholders.
- Be aware of the School's duty of care in relation to staff, students and visitors and to comply with all health and safety policies at all times.
- To engage with appropriate training opportunities to promote professional effectiveness in this role.
- Participate in the ongoing development, implementation and monitoring of the Trust and Academy Improvement Plans.
- To treat all information acquired through employment, both formally and informally, in strict confidence.
- To be aware of the school's responsibilities under the General Data Protection regulations (GDPR) for the security, accuracy and relevance of personal data held on such systems and ensure that all processes comply with this.
- Be aware of and comply with policies and procedures relating to child protection, reporting all concerns to the Designated Safeguarding Lead.
- Be aware of and comply with the codes of conduct, regulations and policies of the Trust and Academy and its commitment to equal opportunities.

**The duties and responsibilities listed above describe the post as it is at present. It cannot be read as an exhaustive list of duties and may be altered at any time with Academy approval.**

Note: Every job description in the organisation will be subject to a review either:

- On an annual basis at the time of the annual appraisal meeting, or
- As a result of a change in strategic direction, or
- As a result of a team/operational requirements, or

It is the shared responsibility of the post holder and their manager to ensure that the job description is kept up to date.



## Person Specification

<b>Attribute</b>	<b>Essential or Desirable</b>	<b>Assessment</b>
<b>Qualifications</b>		
GCSEs (or equivalent) in English and Mathematics at Grade 4/C or above.	E	A/I
NVQ Level 2 or 3 in a related field	D	A/I
First Aid qualification (or willingness to undertake)	D	A/I
<b>Knowledge &amp; Understanding</b>		
Understanding of pastoral systems and processes within a school or similar setting	E	A/I
Understanding of professional confidentiality and data protection requirements (GDPR)	E	A/I
Awareness of safeguarding procedures and the importance of accurate record-keeping	E	A/I
Knowledge of attendance monitoring, behaviour tracking, and escalation processes	D	A/I
Understanding of the role of pastoral teams in supporting student welfare and behaviour	D	A/I
Knowledge of school behaviour policies and escalation frameworks	D	A/I
Understanding of suspension processes and formal pastoral documentation	D	A/I
Familiarity with multi-agency working and pastoral interventions	D	A/I
<b>Skills &amp; Abilities</b>		
Excellent organisational and time-management skills, with the ability to prioritise and meet deadlines	E	A/I
Strong written and verbal communication skills, with the ability to communicate professionally with parents/carers, staff, and students	E	A/I
High level of accuracy and attention to detail when handling records and documentation	E	A/I
Ability to manage sensitive and confidential information with discretion and professionalism	E	A/I
Confident IT skills, including use of school management and pastoral systems (e.g. MyConcern, BROMCOM, or similar), Microsoft Office, and email	E	A/I
Ability to work proactively and independently, as well as collaboratively within a pastoral team	E	A/I



Ability to remain calm, organised, and effective when working under pressure	E	A/I
Ability to analyse attendance and behaviour data to support pastoral decision-making	D	A/I
Experience of drafting formal letters, reports, and meeting documentation	D	A/I
Strong interpersonal skills enabling positive working relationships across teams	D	A/I
Flexibility to adapt to changing priorities and demands	D	A/I

### **Experience**

Experience of providing administrative support within a school, education, or similar organisation	E	A/I
Experience of handling high volumes of phone calls, emails, and enquiries in a professional manner	E	A/I
Experience of maintaining accurate records and using electronic data systems	E	A/I
Experience of using MyConcern, BROMCOM, or comparable school management systems	D	A/I

### **Personal Commitment**

Demonstrate and adhere to TDET and Academy's Core Values.	E	A/I
Commitment to equality and diversity in the workplace.	E	A
Adhere to GDPR guidelines and the Academy's internal procedures.	E	A
Adhere to the Academy's Safeguarding and Prevent policy and procedures.	E	A/I
Adhere to TDET's Health and Safety policy and procedures.	E	A

### **Assessment methods**

A – Application      I – Interview      T – Task/Activity      L – Lesson Observation  
R – References



# Queen Katharine Academy



Working together to transform lives through education