



Queen Mary's Grammar School

Headmaster: R J Langton, M A

Job Title:	Pastoral Officer
Salary	SCP 9 – 17 FTE £27,254 - £31,022 Permanent, 37 hours, Term Time. Actual Salary: £23,442 - £26,801
<p>Purpose of Job: We are seeking a Pastoral Officer to join our established pastoral team. This is a varied and rewarding role where you will work directly with students, staff and families to support behaviour, address challenges and help remove barriers to learning.</p> <p>You will play an important role in the day-to-day life of the school, supporting students from Year 7 -13 to make positive choices and contributing to a consistent and supportive environment for all. You will work as part of a wider team alongside the Assistant Headteacher in charge of strategic leadership for behaviour, the Year Teams and the Senior Behaviour Manager. The role is intended to include intervention with discipline matters, administrative support and parental liaison.</p>	
<p>JOB DESCRIPTION</p> <p>General duties and responsibilities</p> <ul style="list-style-type: none"> • Drive a culture of exemplary behaviour and high expectations: Proactively uphold and embed the school's behaviour policy and CREDIT values, ensuring swift, consistent responses to incidents while championing a calm, purposeful environment that underpins outstanding academic achievement. • Model excellence and build high-impact relationships: Establish strong, professional relationships with pupils, acting as a visible role model and mentor to raise standards of behaviour, resilience, organisation, and personal responsibility. • Lead and deliver restorative behavioural practice: Apply a restorative approach to behaviour management, leading and supporting investigations, conflict resolution, and mentoring interventions, while working closely with staff, students, and parents to secure positive outcomes. • Operate and strengthen behaviour systems: Play a central role in behaviour operations, including being the first point of contact, investigating incidents, managing referrals, supervising the R Room provision, removing students where required, and ensuring all processes, communication, and administration are completed to a high standard. • Champion whole-school culture and engagement: Actively contribute to the school's praise and rewards culture, support assemblies and events, participate in meetings, and consistently promote expectations that drive positive behaviour across all year groups. <p>Administration, Monitoring and Reporting</p> <ul style="list-style-type: none"> • Lead robust behaviour data and reporting systems: Maintain accurate, comprehensive records across platforms (including CPOMS), track and analyse behaviour trends, and produce high-quality reports, logs, statements, and communications to inform decision-making and support pastoral teams. • Deliver efficient and responsive behaviour administration: Manage operational processes including detentions, parent queries, suspension procedures, and uniform/equipment provision, ensuring all actions are completed accurately and in line with school policy. • Support safeguarding, monitoring and student accountability: Respond to authorised CCTV reviews, oversee student report processes where required, and ensure timely sharing of relevant information with pastoral teams to promote student progress and safety. 	

- **Provide team support:** Provide proactive administrative support to the pastoral team, including ordering resources. Produce emails, letters and reports relating to pastoral matters.

Partnerships, Engagement and Student Support

- **Build effective partnerships with staff to support student outcomes:** Collaborate closely with teaching and pastoral teams to coordinate support, arranging for learning materials for students in isolation or alternative provision to ensure continuity in their education.
- **Contribute to targeted mentoring and intervention programmes:** Work alongside colleagues to design and deliver mentoring support, reinforcing positive behaviour, engagement, and reintegration into the school community.
- **Engage parents, carers, and external partners to support pupils:** Liaise professionally with families and external agencies, coordinating communication, arranging meetings, and supporting interventions that promote student wellbeing and progress.
- **Facilitate access to wider and off-site provision:** Support the organisation, administration and delivery of off-site provision through established networks.

Other Areas of Responsibility

Professional Growth and Whole-School Contribution

- **Commit to continuous professional development and staff capability:** Actively develop role-specific skills and expertise, contribute to behaviour training where needed, and engage fully in briefings, meetings, and professional learning to strengthen whole-school practice.
- **Support and promote the school's ethos and inclusive culture:** Contribute to the wider aims of the school, uphold equal opportunities, and champion diversity, ensuring all pupils have equitable access to learning, support, and enrichment opportunities.
- **Contribute to the wider life of the school:** Support educational visits, trips, and extracurricular events, reinforcing positive relationships.
- **Liaise with the Senior Leadership Team:** undertake any reasonable requests to assist the wider SLT and Headmaster

Safeguarding, Attendance and Student Welfare

- **Uphold safeguarding and promote student welfare:** Work in line with statutory guidance and school policies, proactively identify and report concerns, collaborate closely with the DSL, and contribute to referrals (e.g. SEMH/SEND) to ensure students' safety and wellbeing are prioritised.
- **Attendance, punctuality and student accountability:** Actively promote high standards, support monitoring and interventions, take registers where required, and work alongside the Attendance Officer and external partners to address concerns and improve outcomes.

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 that may be carried out. The postholder may be required to do other duties appropriate to the level of the role. This job description may be amended at any time in consultation with the postholder.



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PERSON SPECIFICATION

Skills, Experience and Personal Attributes

- **Relevant qualifications and experience:** Educated to at least GCSE grade C/4 in English and Mathematics, with additional relevant qualifications desirable. Demonstrable experience working with young people and families across educational settings required.
- **Data literacy and systems capability:** Proven ability to analyse data, identify trends, and produce insight-driven reports to inform action. Confident using IT systems including Excel and school platforms such as SIMS and CPOMS (or willingness to learn).
- **Relationship-building and communication:** Strong interpersonal skills with the ability to build effective relationships with students, staff, parents, and external stakeholders. Highly effective written and verbal communication, with the judgement to adapt approach to different audiences and situations.
- **Resilience, professionalism and organisational excellence:** Highly organised with strong time management and the ability to prioritise under pressure. Remains calm, flexible, and solution-focused, including in challenging or crisis situations, while always maintaining professionalism and confidentiality.
- **Teamwork:** Able to make informed decisions, contribute to improvements, and work collaboratively and constructively as part of a wider team to achieve shared outcomes.
- **Commitment to values, safeguarding and inclusion:** Strong understanding of professional standards when working with children, with a clear commitment to safeguarding, equality, diversity and inclusion, and to upholding the ethos and values of the school.

Queen Mary's Grammar school is committed to safeguarding and promoting the welfare of children and young people/vulnerable adults and expects all staff and volunteers to share this commitment. Safeguarding and Safer Recruitment Policies can be found on our website. This position is subject to appropriate vetting procedures including a criminal record check from the Disclosure and Barring Service (formerly CRB) which will require you to disclose details of all unspent and unfiltered spent reprimands, formal warnings, cautions and convictions as part of the recruitment process.



Queen Mary's Grammar School, Sutton Road, Walsall, West Midlands, WS1 2PG
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