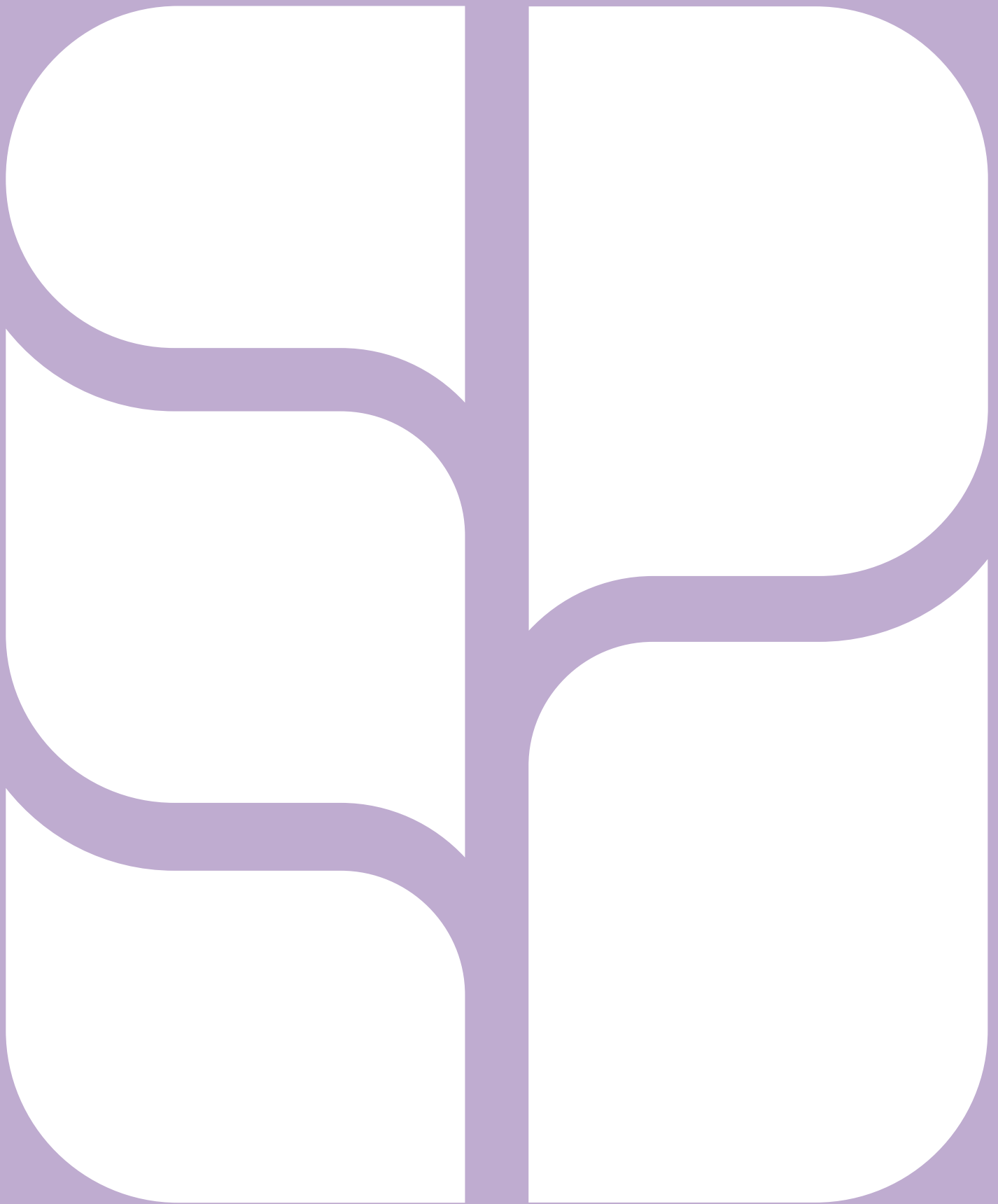




Active
Learning
Trust

Candidate Pack
Pastoral Support Officer
July 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

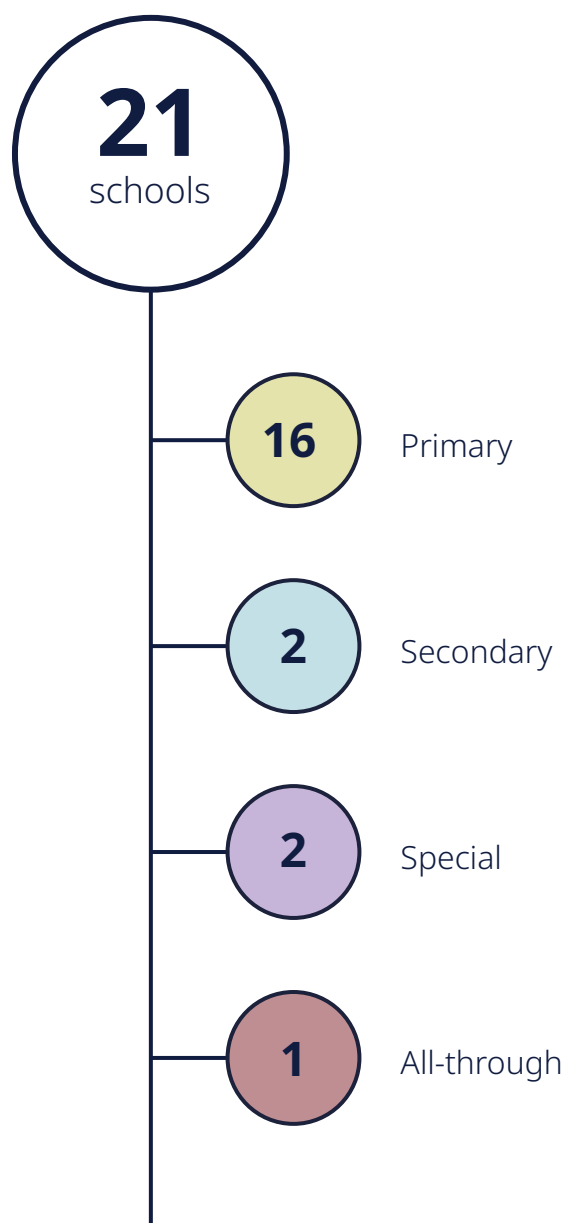
Our Schools

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

Pastoral Support Officer

Make a lasting difference where it matters most

At Westwood Primary School in Lowestoft, we are looking for a compassionate and proactive Pastoral Support Officer to play a central role in supporting the wellbeing, attendance and safeguarding of our pupils. Working closely with children, families, colleagues and external agencies, this role provides the practical and emotional support that helps young people feel safe, engaged and ready to learn. As a nurturing primary school committed to helping every child achieve their potential, we are seeking someone who combines empathy with professional confidence, builds strong relationships and shares our determination to create the best possible outcomes for every child.

Summary of Key Responsibilities

- Provide targeted pastoral and wellbeing support to pupils, helping remove barriers to learning and personal development.
- Work with families, staff and external agencies to implement effective support plans and interventions.
- Lead attendance monitoring, reporting and family engagement to improve attendance and reduce persistent absence.
- Undertake Deputy DSL responsibilities, including safeguarding referrals, record management and multi-agency working.
- Maintain accurate wellbeing, attendance and safeguarding records, and contribute to staff guidance and training.

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 Lauraine Barnes, Headteacher, at: lbarnes@westwoodprimary.org



**Westwood
Primary
School**

Location

Lowestoft, Suffolk

Contract

Full Time, Permanent
(Term time)

Salary

ALT Grade G
£32,046 - £35,570 FTE

Start Date

To be confirmed

Interview Date

W/C 31 August 2026

Job description

Pastoral Support Officer

Salary: ALT Grade G

Academy Site: Westwood Primary

Reporting to: Assistant Headteacher

Main purpose

To support pupil wellbeing within the academy, addressing the mental and physical needs of pupils to overcome barriers to learning.

To work with children and their families providing wellbeing support both in and outside of school.

To support children who are in danger of exclusion, who are experiencing problems within school or at home, who are irregular attenders or who may have special emotional or behavioral needs.

Duties and responsibilities

Pupil / Family Support

- To provide support and advice to pupils to promote their social care and personal development
- To support children's mental health and wellbeing by helping them to deal with worries and problems
- To encourage a culture of listening to children and taking account of their wishes and feelings and put in place measures to protect them
- To assist in resolving relationship issues between pupils
- To organise the supervision of pupils excluded from or not otherwise working to a normal timetable
- To be responsible for the development and monitoring of individual action plans
- To develop and implement strategies and action plans to address the needs of pupils, families, parents and carers, where complex circumstances present poor attendance, behaviour, performance
- To work with a range of academy staff to help plan strategies and deliver interventions to address individual pupil issues
- To refer families to other organisations for additional support
- To run nurture, social skills and anger management intervention groups etc.
- To provide support and help for children whose behaviour/appearance may indicate a problem or who a teacher is concerned about
- To support children and their families by offering individual strategies to address any issue
- To arrange meetings with parents and to decide on appropriate support for the pupil

- and/or family
- To ensure the academy has obtained permission prior to beginning work with the child/family
- To support vulnerable pupils at times of transition, either between classes or to another setting
- To manage drop-in sessions and lunchtimes for children identified as having behaviour difficulties or social needs

Safeguarding

- To undertake the role of deputy designated safeguarding lead (DSL) – see separate job description
- To be the academy lead in Children in Need, Team around the Child and Child Protection meetings, when required
- To explain safeguarding issues to parents ensuring they understand the implications with this
- To complete Early Help and MARF referrals
- To maintain and monitor online My Concern safeguarding files for individual children, adhering to best practice guides.
- To maintain records of in-house safeguarding referrals and behaviour referrals and to report all behaviours and safeguarding statistics half termly to the Headteacher
- To be the PREVENT Lead for the academy
- To promote online safety both in the academy and at home, acting as online safety lead if required

Attendance

- To be responsible for attendance recording, monitoring and reporting
- To upkeep academy systems in relation to the attendance of pupils
- To undertake First Day Calling procedures as set out by the academy
- To liaise with Attendance Officers/Educational Welfare Officers from the Local Authority
- To meet with parents regarding attendance
- To work with persistent absence or persistent late families in order to improve attendance

First Aid

- To be a lead First Aider at the academy, if required (with appropriate training provided)
- To provide first aid treatment for pupils, staff, visitors, parents, etc., as required
- To take responsibility for the upkeep of first aid logs, reports, data bases, online trackers for First Aid, if required

Resources

- To prepare/make available resources for parents/carers and families, as required
- To play an active role in the development of the local early help offer and ensure that families can access this where applicable

Systems, Policies and Procedures

- To have excellent working knowledge of Keeping Children Safe in Education
- To adhere to procedures and systems and undertake necessary administration in this regard
- To ensure maintenance of accurate and factual records

Team Involvement

- To direct the work of support staff, as required
- To provide support, advice and guidance to other staff in relation to own areas of expertise
- To deliver training to staff in relation to safeguarding, online safety and attendance

Building Professional Relationships

- To understand the difficulties that children may have in approaching staff about their circumstances and build trusted relationships that facilitate communication
- To develop home/academy links, which encourage good communication between the academy and families of pupils in need of additional support
- To support, challenge, motivate and provide information to parents/carers to increase their capacity for parenting
- To support parents to provide an appropriate home environment, in which children feel safe and which encourages the development of their self-esteem and resilience
- To work with a range of external agencies who support children and families, such as health and social care
- To advise on effective family support for academy staff and families and disseminate good practice

Record Keeping and Information Management

- To facilitate the sharing of information between the academy and external agencies and act as the point of contact for specialist support services
- To maintain accurate records of wellbeing casework and interventions with pupils and families, in line with academy procedures
- To complete CAFs for children and families, where required
- To facilitate the transfer of pupil information when transitioning to a new setting

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 people.

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

Pastoral Support Officer

E = Essential / D = Desirable

Qualifications & Training		
Working at or towards national occupational standards (NOS) for supporting teaching and learning and knowledge / skills equivalent to current learning, development and support services (LDSS) for children, young people and those who care for them national qualifications level 3 or equivalent	E	
GCSE English and Maths Grade C / Level 4 or above (or equivalent)	E	
Able to undertake first aid training, if required	E	
First Aid training		D
Designated Safeguarding Lead training (training will be provided on appointment to the role if not already held)	E	
Experience		
Previous experience working in a role providing wellbeing support to children and young people	E	
Previous experience working in a school setting		D
Experience of working with children or adults with SEND		D
Skills and Knowledge		
Ability to analyse and interpret complex information or situations and to solve difficult problems or develop solutions such as develop strategies to improve attendance, analyse attendance data and identify actions / outcomes	E	
Ability to refer to line manager for serious problems	E	
Able to analyse information relating to the wellbeing needs of individual or groups of pupils and develop action plans	E	
IT and keyboard skills	E	
Enhanced knowledge of and compliance with policies and procedures relevant to health and safety and child protection	E	

Excellent working knowledge of Keeping Children Safe in Education	E	
Able to proactively remain up-to-date with all training required for the role, as identified by the Trust	E	
Able to deliver training to other staff (following appropriate train the trainer courses)	E	
Personal Qualities		
Embodies of the Active Learning Trust's values: - 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 Nolan principles) at all times	E	
Commitment to maintaining confidentiality at all times	E	
Demonstrates empathy and sensitivity, when working with pupils and their families	E	
Ability to work in an office environment and also make home visits and attend external meetings	E	
Able to work with regular exposure to people related behaviour e.g. aggression from parents	E	
Requires normal physical effort with a mixture of sitting, walking and carrying minor loads	E	
Equal Opportunities		
Commitment to inclusion, equality and diversity	E	
Safeguarding		
Commitment to 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.

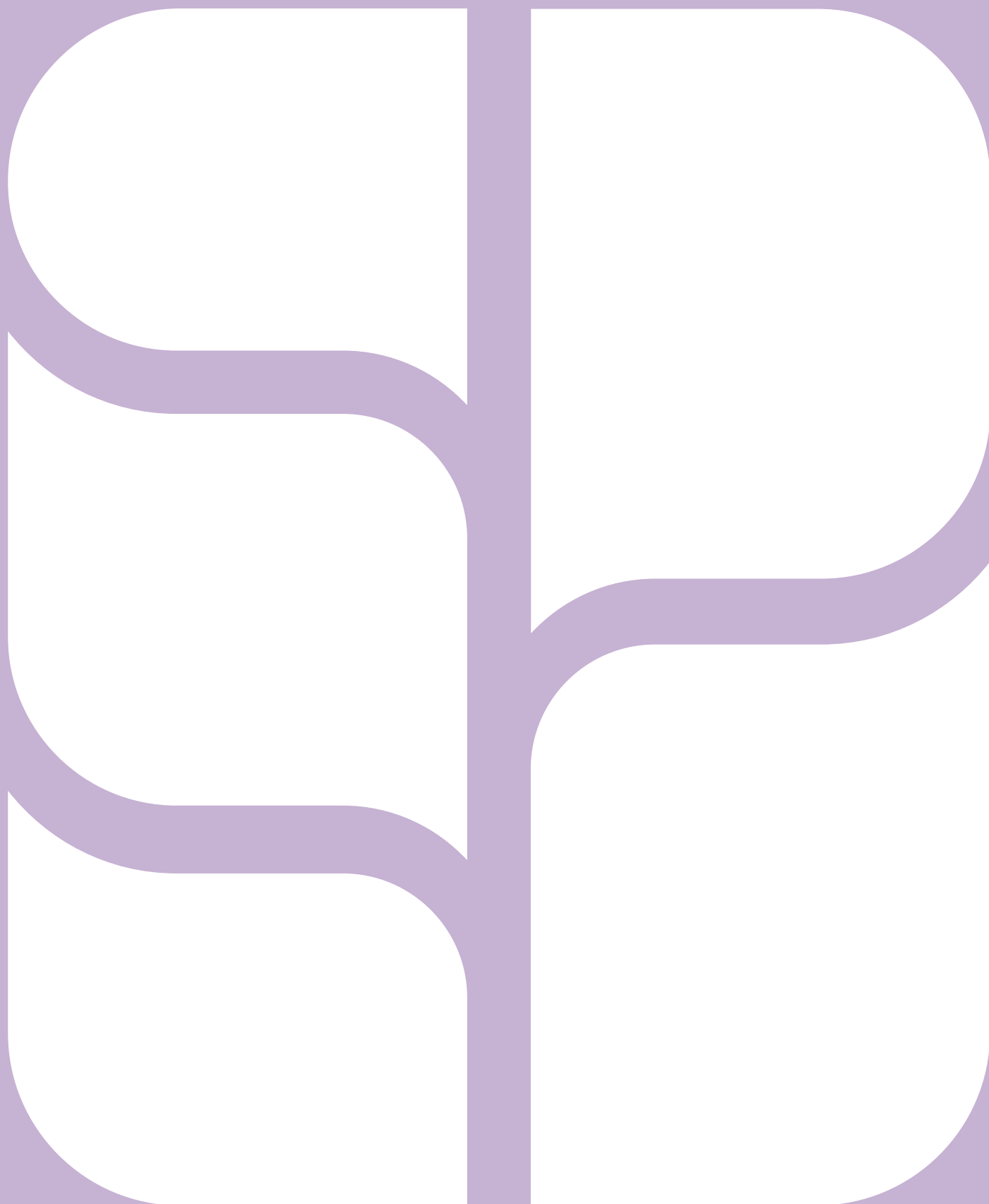
No CVs are accepted in line with requirements of Keeping Children Safe in Education, therefore all applications are required to be completed using the MyNewTerm platform.

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