

Active
Learning
Trust

Candidate Pack
Triage 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 19 schools in Cambridgeshire and Suffolk, serving nearly 8,500 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 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 has put a lot of work into developing genuine shared values which you can see starting to come through all the schools. This feels very powerful. Despite the geographical distance between schools, there is real sense of the greater good with school leaders constantly supporting one another where needed. It is a particular privilege in my role to be able to identify and spread excellent classroom practice from school to school. People in this Trust are happy, and there is a widespread feeling of exciting times ahead.

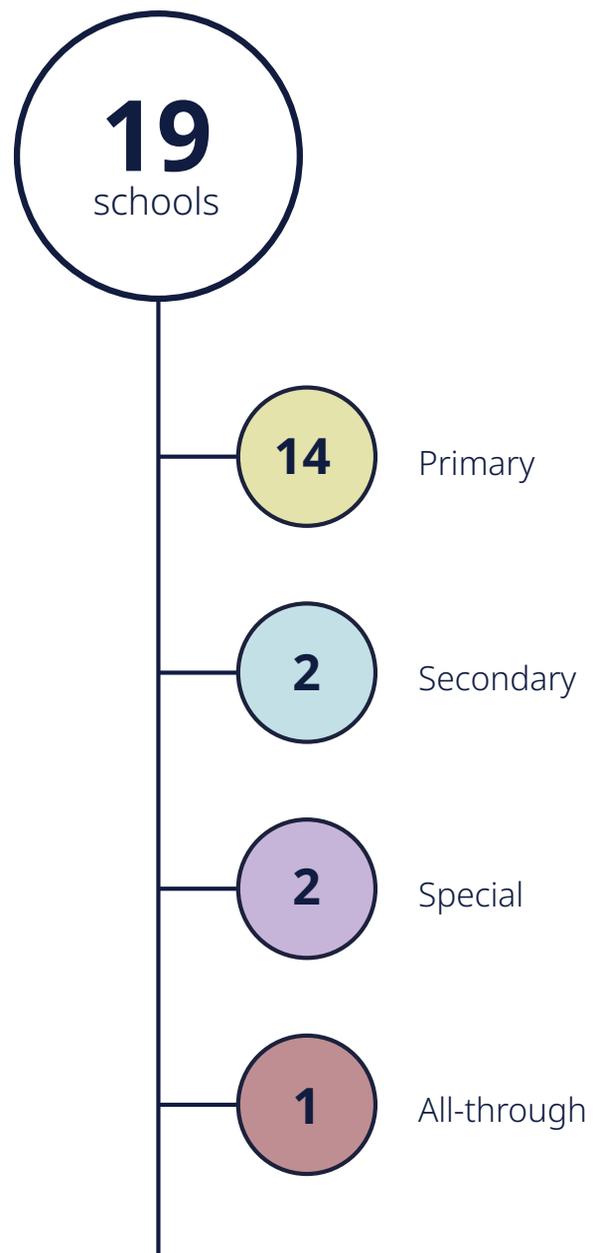
Lisa Corby
Academy Improvement Lead

Our Schools

Active Learning Trust encompasses 19 schools – eight in Cambridgeshire and 11 in Suffolk – including two special schools, two secondary schools, one all-through school and 14 primary schools. Of these, one special school and four primaries converted to academy status, while the remaining 13 operate as sponsor-led academies. Four of our schools opened as new establishments, gradually increasing their pupil intake year by year.

Our schools fall naturally into three designated geographical sub-regions – Ipswich, the Lowestoft area, and mid Cambridgeshire. This allows the Trust to apply so-called ‘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 Active Learning Trust teams and continues to develop further over time.

- The proportion of disadvantaged pupils in the Trust is above that found nationally.
- The proportion of pupils with an Education Health Care Plan is in line with national averages.
- The proportion of our pupils with Special Educational Needs and/or Disabilities and who speak English as an additional language are below national average.



Job Vacancy

Triage Officer

Manage, mentor, and make an impact – a rewarding pastoral role awaits!

Cromwell Community College is seeking a compassionate and proactive Triage Officer to play a key role in delivering outstanding pastoral care for our pupils. This role focuses on supporting students' emotional and academic well-being, working closely with the Pastoral Team to respond to issues and concerns as they arise.

Summary of Key Responsibilities

- Provide daily pastoral support to pupils and communicate with parents/carers.
- Promote positive behaviour and facilitate restorative conversations.
- Support vulnerable pupils and coordinate external agency referrals.
- Manage the Sending Room, detentions, and pupil interventions.
- Monitor behaviour, maintain records, and support school events.
- Follow statutory safeguarding guidance and the academy's child protection policies

Our People-First Philosophy

At Active Learning Trust, we invest in you from day one. We love working with specialists who 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 that you can focus on making a real difference in our schools and beyond.

Why Join Our Trust?

- Belong to a compassionate and inclusive trust
- Gain access to our VivUp employee benefit system, Cycle to Work scheme and Teacher pensions.

Contact

If you wish to discover more about this exciting opportunity and our Academy, then please contact Vicki Walpole, HR & Recruitment Officer at vwalpole@cromwell.cambs.sch.uk.



**Cromwell
Community
College**

Location

Chatteris, Cambridgeshire

Contract

Permanent, 37 hours
Term Time Plus

Salary

ALT Grade E (£22,105.48 -
£22,999.12 Actual)

Closing Date

25th March 2026

Interviews

To be confirmed

Job description

Triage Officer

Salary: ALT Grade E

Academy Site: Cromwell Community College

Reporting to: Behaviour Manager

Main purpose

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

Key Roles

- Day to day communication with parents/carers.
- 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
- Leading the collection, analysis and monitoring of behaviour trends and liaising with staff to ensure positive behaviour for learning
- Supporting the collection of pupils to detentions
- 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
- Managing the Sending Room (currently B8) including;
 - Greeting pupils on entry and discussing their behaviour choices
 - Collating and setting work for pupils in the Sending room
 - Maintaining records of Sendings from lesson and to the Sending Room
 - Leading the administration of, and completion, of the Afterschool Detention System.
 - Ensuring parents are informed of sanctions in liaison with the Office Manager
 - Liaising with teaching staff, Pastoral staff, the Behaviour Manager and Senior Leadership Team in regard to pupil whereabouts and sanctions

- Training of Pupil Support Officers
- Supporting in parental meetings where possible/appropriate

General

- To ensure the health and safety and welfare of pupils, staff and visitors at all times
- Such other duties as may reasonably be required

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

Triage 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		
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	

Skills and Knowledge		
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		
Embodies of the Active Learning Trust's values: <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 Nolan principles) at all times	E	
Commitment to maintaining confidentiality at all times	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.

