



# **Pastoral Support Manager (PSM)**

## **Information Pack**

**May 2026**

## Welcome!

Thank you for your interest in our vacancy. Priestlands is an Academy in the New Forest with 1250 students and 165 staff.

This role at Priestlands is a key post working very closely with the Head of Year and tutor team to provide pastoral support to students with their learning and welfare to enable them to achieve their potential. We have a team of five and each is assigned to one particular year group but will also cover other members of the team as required.

We are looking for someone who is able to join us at the start of the new Academic year for 30 hours a week over four days – currently Monday to Thursday 8.30am to 4.30pm (includes a 30 minute unpaid daily break). The post will appeal to someone who is naturally comfortable in the presence of young people, enjoys being with them, and helping them to learn and succeed. A good sense of humour, a positive attitude and resilience are essential! The role is busy and varied, so you will need to have exceptional communication skills and be able to work both independently and as part of a team. Previous experience of working with young people, parents and outside agencies, in a similar role would be an advantage, however training and induction will be provided.

The successful candidate will benefit from the perks of working within a school, including up to 14 weeks off per year. There is a generous employer contribution into the pension scheme, free on-site parking and access to the student canteen where discounted meals are available. In addition, the school offers a free and confidential Employee Assistance programme, offering advice on a range of areas including well-being, housing and financial matters and access to Livi, the UK's largest online GP service.

The salary will be paid at Grade D for 38 working weeks per year. This is paid for 43.6 weeks of the year to include a proportion of holiday pay. Actual salary would be £18,885 pa (equivalent to £27,780 a year full-time – pay award pending). This is a term time contract which means that you are not entitled to take time off during the 38 weeks the school is open. The salary is paid in 12 equal payments.

Priestlands School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. This post is covered by the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 and you will be required to declare whether you have any criminal convictions. Priestlands School is an equal opportunities employer and welcomes applications from all sections of the community.

References will be taken up prior to interview and you will be required to provide appropriate evidence of identity and qualifications to support other pre-employment checks which will be undertaken on the successful candidate for this role, including:

- A confidential health declaration
- An online search of your name in line with government guidance on Keeping Children Safe in Education
- A DBS application
- Your right to work in the UK

To apply, please click on the 'apply now' link which will take you to the online application form. Please do not submit a CV as it will not be accepted.

If you have any further queries, please do not hesitate to contact us. We look forward to receiving your application.

## Job Description

### Purpose

To provide students with effective support and guidance so that their learning and welfare and that of others is enhanced, enabling them to achieve their potential

### Principal Duties

- Under the direction of the Head of Year:
  - Work with and monitor individual students and small groups of students to support their learning and/or welfare
  - Provide 1:1 mentoring arrangements with students and support for distressed students
  - To support student development and well-being within the year group
  - Developing good mental health and emotional well-being practice within the Year Team
  - To maintain discipline in accordance with the school's procedures, and to encourage good practice with regard to punctuality, behaviour, standards of work and homework.
- Liaise with parents and outside agencies as appropriate, attend and co-ordinate meetings.
- Liaise with teachers to promote a positive learning environment for students.
- Devise and promote student support programmes within the year team and to liaise with relevant staff, parents and external agencies as appropriate.
- Collate information (academic, behaviour or attendance etc.) as required by the Head of Year.
- Attend year team meetings and act as a note taker if required.
- Assist with the planning, setting up and staffing of parents' evenings.
- Investigate, follow up and advise Heads of Year/SLT of incidents/referrals for individual students or groups of students and contact with parents.
- Provide general clerical and administrative support relating to achievement points and certificates.
- Support with the planning and organising of year group charity events, trips and other activities/events.
- Provide mentoring support for students in the year group and refer on to appropriate staff.
- Collate information, act on, and take the initial lead on students of concern.
- Ensure the year group noticeboards are up to date with key termly info.
- Monitor students on report as required.
- Support with monitoring of attendance and liaise with parents, students, and relevant staff regarding concerns relating to student attendance.
- Provide on-call support each day for students, parents and staff.
- Assist with the supervision of detentions and run/supervise after school detentions.
- Monitor and follow up uniform and make-up issues, including contact with parents.
- Support the Heads of Year with photocopying, as required.

## **Principal Responsibilities**

### **Support for Students**

- Ensure the physical, emotional and pastoral wellbeing and health and safety of students, usually in relevant Year Group.
- Be available for students at break times.
- Liaise with school staff, to ensure individual student needs are understood and can be met.
- Attend meetings relevant to the academic, social or personal progress of the student, in school; link meetings with outside agencies.
- Maintain appropriate records and provide reports of students' progress, welfare, health, emotional problems, achievements and conduct and provide as necessary such reports as may be required for the school, case conferences, exclusion panels, external agencies, etc.
- Provide pastoral care and guidance to individual students as required, liaising with teachers, parents and other agencies where necessary.
- Provide ELSA to students as directed

### **Support for Teachers**

- Provide advice and support for students returning to school after a long period of absence.
- Develop positive links with parents of students at risk of truancy in liaison with Heads of Year, Senior Leadership Team and external agencies.
- Communicate regularly with staff to ensure they are informed of current student issues, which firstly would be agreed with the Head of Year.
- Liaise with other relevant staff and external agencies to gather student information, as agreed with Head of Year or other senior staff.

### **Support for the Curriculum**

- Communicate with alternative providers concerning individual students as agreed with the Head of Year.

### **Support for the School**

- Keep clear records of any student and parent contact using relevant systems.
- Maintain accurate and up-to-date student information in liaison with outside agencies.
- Support with resolving incidents relating to school transport, including taking statements from students.
- Support with uniform grant process, free school meals and pupil premium.
- To collate evidence of objectives met for performance management.
- Be aware of and support differences to ensure students have equal access.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

**This job description sets out the main duties and responsibility of the post and each individual task may not be identified. The post holder will be expected to undertake other such duties as required.**

## Person Specification

SPECIFICATION	ESSENTIAL	DESIRABLE
Qualification and training	<p>A good standard of general education, including evidence of GCSE English &amp; Maths at Grade C or above (or equivalent).</p> <p>Be ELSA Trained, or willingness to attend relevant training course.</p>	
Experience	Relevant work experience.	Relevant work experience in a similar environment.
Qualities, skills, knowledge and abilities.	<p>Strong literacy and numeracy skills.</p> <p>Strong communication skills, a positive attitude, resilience.</p> <p>Team player with a 'can do' approach.</p> <p>Able to work independently and with initiative.</p> <p>Flexible; able to adapt quickly and effectively to changing circumstances or situations.</p> <p>Able to work calmly and with patience.</p> <p>Professionally discrete and able to respect confidentiality on particular issues.</p> <p>Good organisational skills.</p> <p>Good ICT skills.</p> <p>Well-developed interpersonal skills and sense of humour enabling effective relationships.</p> <p>Able to establish and maintain good relationships and rapport with other colleagues in the school and external contacts (e.g. parents, governors, members of the community).</p> <p>Enjoy a good rapport with young people.</p> <p>Empathy with students and sympathetic to their needs.</p> <p>Able to encourage students appropriately.</p> <p>Firm, sensitive and effective approach towards student discipline.</p>	<p>Knowledge of Microsoft Office, Arbor &amp; CPOMs.</p>
References	Supportive.	