



Job Description

POST TITLE:	Student Support Officer
GRADE:	Grade 8
RESPONSIBLE TO:	Assistant Head of School (<i>subject to review</i>)
RELATIONSHIPS WITH:	SLT & Teachers Heads of Year Pastoral Team Form Tutors SENDCo Support Staff Parents/Carers Students External Agencies

PURPOSE OF THE JOB:

This is a key pastoral role supporting students' wellbeing, safeguarding, and engagement with learning. You will contribute to a safe, inclusive, and supportive school environment where all students can thrive.

MAIN RESPONSIBILITIES

BEHAVIOUR AND WELL-BEING

- Support the Head of Year with the management of student behaviour, mental health and wellbeing, including anticipating and taking action to prevent potential problems arising and working with students and parents to support improvement.
- Support the Mental Health Lead in delivering a whole school strategy targeted at early intervention for low level needs. Facilitating intervention strategies and small group work and liaising with professionals where necessary.
- Organise students who are attending sessions run by external agencies such as YMCA, YDP and Youth Service workers.
- Track behaviour issues and work with students and parents to support improvement.
- Support staff in the internal exclusion room and ensure correct procedures are followed, including supporting with cover of the room, should the need arise.
- Support students in internal exclusion to reflect on their behaviour and develop strategies for improvement.
- In liaison with the Head of Year and Assistant Head of School, co-ordinate arrangements for student behaviour in accordance with the school's Code of Conduct and Behaviour Policy, e.g. red card system, detentions, exclusion letters etc and ensure the required follow up actions have been completed.
- Act as the first point of contact for Midday Supervisors regarding any student behaviour issues during lunchtimes, supporting them with following the correct behaviour procedures and referring them to the Head of Year where appropriate.

- Help coordinate reward events.

SAFEGUARDING

- Act as Deputy Designated Safeguarding Lead and manage the Early Help Assessment (EHA) process.
- Establish, develop and maintain effective relationships with staff, parents and children.
- Liaise with the Specialist Education Welfare Officers for Looked After Children and Children Missing from Education.
- Work together with Social Workers and staff from health and other agencies to provide a service to families with children experiencing difficulties at school and home.
- Actively lead on child protection concerns and liaise with external agencies.
- Represent the school in multi-agency meetings and case conferences, attending and contributing when appropriate.
- Be trained in child protection procedures and able to advise staff and support safeguarding training delivery.
- Maintain accurate and confidential safeguarding records and files.
- Prepare detailed safeguarding reports and correspondence using available systems.

ATTENDANCE & PASTORAL SUPPORT

- Take a lead role in monitoring and improving student attendance.
- Conduct lesson checks to identify students absent following morning registration.
- Proactively monitor student attendance and identify trends, highlighting concerns with the Head of Year.
- Develop and implement strategies in conjunction with relevant staff to improve student attendance and punctuality.
- Liaise with parents/carers regarding attendance and truancy.
- Support students in reintegrating after absence, using appropriate strategies, within specified timescales.
- Promote positive attitudes toward learning and education.
- Undertake First Aid duties and monitor related records.
- Contribute to maintaining a safe and healthy school environment.

ADMINISTRATION

- Provide effective administrative and operational support to the Head of Year.
- Undertake a range of administrative tasks (e.g. drafting of letters, record keeping, filing, updating student records on Bromcom and My Concern).
- Prepare documentation for meetings and manage student records.
- Coordinate commendations, certificates, and good news cards.
- Administer arrangements for confiscations.
- Lead and coordinate the student vaccination process.
- Ensure compliance with Data Protection and GDPR requirements.



ADDITIONAL DUTIES

- Support recruitment processes by facilitating student panel discussions and providing feedback to interview panels.
- Undertake other duties as reasonably required by the Head of School.

Hampton Academies Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be required to undergo an Enhanced Disclosure and Barring Service Check from the Disclosure and Barring Service (DBS).

Person Specification

POST TITLE: Student Support Officer

Criteria	Essential	Desirable
Educational qualifications	• Good educational background, with minimum 4 GCSEs at Grade 4 (or equivalent) including English Language & Maths • Qualified First Aider or willingness to complete training and certification	• Educated to degree level
Experience	• Experience working in a safeguarding / child protection role within a school • Experience of managing / supporting with student behavioural issues • Experience managing attendance • Experience raising standards of achievement • Experience of working with young people • Experience of working in a team • Experience of organising and prioritising busy and demanding workloads • Experience of dealing with parents/carers and external agencies	• Experience of working in a secondary school or related role • Experience of dealing with a range of partners to achieve positive outcomes for students
Skills/Abilities	• Excellent administrative skills • Excellent ICT skills - fully conversant with Internet, Email, Word and Excel • Ability to gain the respect of students • Excellent communication skills, oral and written • Strong interpersonal skills • Ability to work with honesty and integrity • Ability to use own initiative • Ability to prioritise workload and keep to deadlines • Excellent organisational skills • Ability to multi-task • Good negotiating skills with the ability to gain the confidence of students, staff and parents.	• Common Assessment Framework (CAF) training • Willingness to learn new skills • Ability to problem solve

	• Ability to resolve conflict • Ability to remain calm • Good listening skills • Sensitivity and empathy • Flexible approach and can do attitude	
Knowledge and Understanding	• Robust knowledge and understanding of safeguarding and child protection procedures and issues • Appreciation of absolute confidentiality of information received in school • Understanding of <i>Every Child Matters</i> • Knowledge of child and young person development • Understanding of the social, educational and personal contexts which relate to children and can become barriers to learning • Knowledge of sexual health and/or teenage pregnancy work; substance misuse, domestics violence etc. and how these issues can impact on parenting ability • Understanding of Special Educational Needs (SEN) • Knowledge of health and safety issues • Willingness to undertake First Aid training (if not already qualified)	
Other Requirements	• Accuracy and attention to detail with record keeping • Ability to work flexibly • Willingness to undertake relevant training, as required • Ability to maintain confidential information and records with the upmost discretion and levels of security • Willingness to take a full and active role in school life	