

Job Description

Post:	KEY WORKER – Student Services
Date:	Sept 2026
Working Hours:	37 hours per week; 8am-4pm Monday to Thursday, 8am-3.30pm Friday
Working Weeks:	40 per year (term-time + 5 days Training days and +5 days for additional duties)
Pay Scale:	Points 11 to 14, Actual £24,826.57 – £26,059.87 (FTE £28,142 - 29,540)
Responsible to:	Head of Year (with oversight by the Vice Principal)

General Description of Post

The postholder will be responsible for the day-to-day management of all aspects of pastoral care, student welfare and guidance of students in Year teams. The day to day line management of Key Workers falls to the relevant Head of Year, with oversight by the Vice Principal to ensure consistency across year groups and key stages.

Key Tasks

- Manage and prioritise pastoral issues, taking appropriate action to support students.
- Oversee year group pastoral matters and liaise with senior leaders, Heads of Year, tutors, and attendance staff regarding student concerns.
- Support attendance initiatives, behaviour interventions, and pastoral support for disadvantaged students.
- Work with parents, carers, and external agencies to improve attendance and student wellbeing, including home visits where required.
- Monitor attendance, behaviour, rewards, and intervention plans, maintaining accurate student records.
- Coordinate support for students with social, emotional, and behavioural needs, including pastoral support groups and new student induction.
- Attend meetings, communicate updates to staff, and prepare reports and documentation as required.

Key Worker Responsibilities

- Communicate effectively with staff and external agencies while maintaining confidentiality.
- Recognise and respond appropriately to safeguarding, wellbeing, and intervention needs.
- Demonstrate flexibility and adaptability in supporting students and school priorities.

General Duties

- Contribute to training and development.
- Promote equality, inclusion, and Academy values.
- Carry out additional reasonable duties as required.

Support Tasks

- Organise meetings with parents and students and record outcomes where required.
- Supervise students during recreational times or time-out sessions.
- Coordinate student events and support school functions, parents' evenings, and tours.
- Monitor student attendance and punctuality around school, including support during exam periods.
- Maintain appropriate wellbeing and first aid awareness to support students effectively.
- First Aid training and well-being awareness to support students appropriately.

SUPPORT STAFF

Key Worker Student Services

Applicants will be required to meet/demonstrate the following specifications:

ESSENTIAL

DESIRABLE

Qualifications

5 A-C grade GCSEs or equivalent

Further or higher qualifications

Knowledge and Experience

Experience of working with cross-sections of people

Experience of working in a learning environment

ICT literate

First Aid Qualification or willingness to acquire

Driving license and car

Personal Qualities

Excellent inter-personal and communications skills

Methodical and organised working methods

Ability to work as part of a team

A calm and professional approach to the various tasks

Ability to meet deadlines and prioritise workloads

A positive attitude towards personal development

A positive attitude towards supporting students

Smart appearance

There is an opportunity for the successful candidate to receive training as a minibus driver and play an active role in supporting students on trips and educational visits.