



**Waterfront  
UTC**

**Recruitment Pack  
Student Support Officer**



# Welcome to THAT

Thank you for your interest in joining The Howard Academy Trust. We are a family of 9 academies—4 primary, 4 secondary, and 1 alternative provision—working across Medway, Kent, and Bexley. As a Trust, we are committed to delivering the highest standards of education for all children and young people, regardless of their background.

Our vision, *"Working together to create a community of successful learners"* underpins everything we do. We firmly believe that every child deserves access to at least a good education, and we are proud that every academy within our Trust has maintained or improved its Ofsted rating. Notably, Temple Mill Primary School and Waterfront UTC made the remarkable journey from Special Measures to Good at their first inspection since joining us—a testament to the dedication and expertise of our staff.



At The Howard Academy Trust, we recognise that our people are central to our success. We are committed to supporting and developing our staff so that they, in turn, can provide an outstanding education for our students. Each of our academies serves its own unique community, and our role as a Trust is to provide the support, guidance, and collaboration needed to drive continuous improvement.

We are always looking for talented and passionate individuals to join our team. If you share our belief in the power of education and want to be part of an organisation that truly makes a difference, we would love to hear from you.



**Owen McColgan**  
Chief Executive  
The Howard Academy Trust



# THAT Benefits

The Howard Academy Trust is very pleased to offer our staff a vast range of benefits, both professional and personal, as we believe that our excellent teaching and support staff should be supported at work and rewarded for the great work they do.

 <p>Platinum Workplace Wellbeing Award</p>	 <p>Subsidised Private Healthcare</p>	 <p>Free flu jabs every autumn</p>	 <p>Employee Assistance Programme with Free Counselling</p>	 <p>Mental Health First Aiders in all schools</p>
 <p>Early finish for teaching staff on Fridays for CPD/PPA</p>	 <p>Multiple routes into teaching</p>	 <p>Opportunities for collaborative CPD</p>	 <p>Trust-wide training and networking events</p>	 <p>Career Progression and upskilling opportunities</p>
 <p>Bespoke in-house Into Leadership Courses</p>	 <p>LGPS/TPS Pension Scheme &amp; Generous Contributions</p>	 <p>Competitive salary with annual pay progression</p>	 <p>Early salary withdrawal with Access EarlyPay</p>	 <p>Minimum 25 days annual leave for full time staff, plus bank holidays</p>
 <p>Discounted hire of school facilities</p>	 <p>Cycle to work scheme</p>	 <p>Free car parking at each Trust site</p>	 <p>EV Charging across sites</p>	 <p>On site catering with a full lunch menu</p>
 <p>Discounted gym membership</p>	 <p>A diverse and inclusive workplace</p>	 <p>Staff referral scheme</p>	 <p>Flexibility for life events</p>	 <p>Annual Trust Awards</p>

We are happy to talk about flexible working.



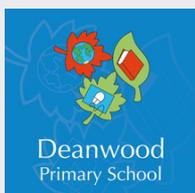
# Our Family of Schools



**The Howard School**  
1,500 Pupils on Roll  
Located in Rainham, Kent



**Temple Mill Primary School**  
240 Pupils on Roll  
Located in Strood, Kent



**Deanwood Primary School**  
230 Pupils on Roll  
Located in Rainham, Kent



**Thames View Primary School**  
450 Pupils on Roll  
Located in Rainham, Kent



**Waterfront UTC**  
370 Pupils on Roll Rated  
Located in Gillingham, Kent



**Miers Court Primary School**  
410 Pupils on Roll  
Located in Rainham, Kent



**The Abbey School**  
1,100 Pupils on Roll  
Located in Faversham, Kent



**Hurstmere School**  
960 Pupils on Roll  
Located in Sidcup, London



**The Rowans AP Academy**  
93 Pupils on Roll  
Located in Chatham, Kent

# Welcome to Waterfront UTC

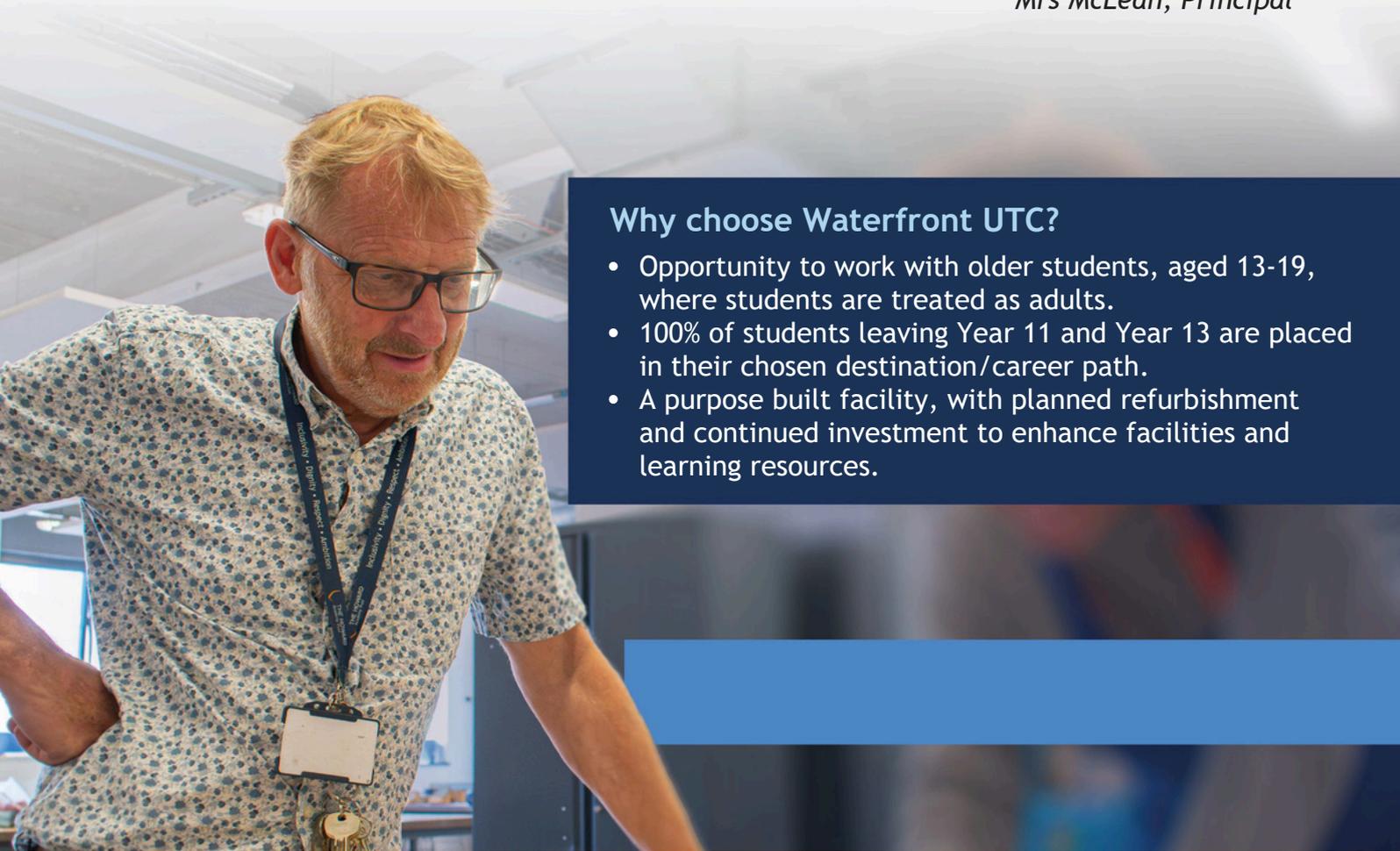


Welcome to Waterfront UTC and thank you for your interest in this post. I am determined to recruit the best possible individual who is passionately driven to ensure that every child succeeds in life and becomes a pioneer for Engineering or Construction.

University Technical Colleges (UTCs) are government-funded schools with a STEM focus. Our students join us in September of Year 9 or Year 12, and study a tailored curriculum of technical qualifications which focus on Engineering and Construction, whilst building a solid understanding in the core subjects.

Our employer partners work closely with us, getting to know our students over the time they are here, supporting them with careers guidance, careers planning and ongoing project work. Established by companies and universities in areas of high demand for talent, UTCs benefit from industry standard equipment and specialist staff to provide students with the skills valued by employers.

*Mrs McLean, Principal*



## Why choose Waterfront UTC?

- Opportunity to work with older students, aged 13-19, where students are treated as adults.
- 100% of students leaving Year 11 and Year 13 are placed in their chosen destination/career path.
- A purpose built facility, with planned refurbishment and continued investment to enhance facilities and learning resources.



NOR  
383



Age Range  
13-19



PP  
27%



FSM  
31.1%



SEN  
31.3%



EAL  
9.3%

# Job Description

<b>Job Title:</b>	Student Support Officer
<b>Contract Type:</b>	Full time, Permanent, Term Time Only +1 week
<b>Remuneration:</b>	NJC C1 points 6-19

## Core Purpose and Scope

The holder of this post is expected to carry out the professional duties as described below, as circumstances may require and in accordance with the Trust's policies, under the direction of the Senior Leadership Team and Principal. The post-holder is required to fully support the vision, ethos and policies of the Trust.

## THAT Vision & Values

As a Trust, our Vision and Values are achieved through:

- Excellent teaching and learning that promotes inclusivity;
- Regular opportunities for collaborative CPD to ensure best practice across academies;
- A proactive network for joint working across academies, for staff at various career stages;
- The highest standards of behaviour and conduct achieved through clear expectations and positive relationships;
- The unique character of each academy is valued and contributes to the THAT whole Trust ethos;
- Shared whole trust values of dignity, respect and ambition.
- High aspirations for all involved with the Trust;
- Each academy is a hub for its local community and families;
- Facing outwards and working in collaboration with other organisations and stakeholders;
- A centralised team that allows academies leaders to focus on their core purpose of education.

## Values and Behaviour

Teaching & Support Staff play a vital role in making the education of the students their first concern, and are accountable for achieving the highest possible standards in work and conduct. All members of staff must act with honesty and integrity; have strong knowledge within their field, keep their knowledge and skills up-to-date and are self-critical; forge positive professional relationships; and work with parents in the best interests of the students in the school.

## **Personal and professional conduct**

The post holder should always conduct themselves professionally, treating students and staff with mutual respect, regardless of personal beliefs, in accordance with Trust ethos, policies and practices.

## **Purpose of the Job:**

The role combines pastoral support for children in school, with the role of linking 'home', 'school' and professional support services.

## **Key responsibilities:**

- Supporting our students' wellbeing and academic development
- To provide individual and group support (e.g. mentoring, team building, developing peer relationships, bullying, improving self-esteem, etc) for students whose behaviours are creating a barrier to learning or are at risk of exclusion
- Work as part of the Inclusion Team to provide disaffected / vulnerable students with the appropriate support
- Assist students to follow behaviour and learning programmes
- Liaise with families, carers, external agencies and relevant staff, according to the Students' Curriculum Passports, in collaboration with teachers and others including external agencies
- Take responsibility for individuals and groups of students ensuring their safety and welfare
- Contribute, as part of the Inclusion Team, in the day to day running of the Inclusion Unit
- Work with individuals or small groups of students on behaviour management, anger management, counselling, team building, developing peer relationships, bullying, improving self- esteem etc
- Provide support for students in a flexible manner on re-integration
- Participate in reintegration and review meetings
- Maintain effective records and contribute to monitoring procedures
- Ensure effective communication with the SENCO, safeguarding, pastoral leads and teaching staff
- Work closely with the special educational needs coordinator (SENCO) and other key members of staff to contribute to effective provision for pupils with additional needs.
- Coordinate and contribute to annual reviews for students with additional needs as needed
- Have an understanding of student behaviour and a variety of behavioural management strategies
- Undertake necessary administrative work, ensuring all records of behaviour management within the school are kept up to date
- Practice effective de-escalation and calming strategies
- Contribute to and undertake risk assessments of students, identifying where help is needed
- Establish constructive relationships with students, parents and colleagues to assist home-school communication and facilitate attendance
- Contribute to the writing of individual students' learning plans, passports, pastoral support plans, behaviour risk assessments and behaviour contracts

- Provide BFL and cover if needed
- Follow up of students who miss detentions and log actions taken
- Coordinate and arrange official panel hearings amongst Governors for Student Discipline Hearings
- Maintain and provide adequate copies of confidential suspension packs
- Maintain confidentiality at all times, releasing confidential information obtained during the course of employment to those acting in an official capacity

**Additional duties:**

- All staff, with the support of the Academy's designated DSL, have a responsibility for providing and safeguarding the welfare of the students and young people
- To be familiar with and support any health and safety procedures and ensure all duties and responsibilities are discharged in accordance with the Academy's health and safety at work policy

*This job description does not form part of the Contract of Employment and is not necessarily a comprehensive description of the duties required but outlines the main responsibilities of the post. It will be reviewed regularly and 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 Academy at the reasonable discretion of the line manager.*

*An Enhanced DBS check will be required for this post. The job description is current at the date shown, but, in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job commensurate with the grade and job title. The successful candidate must have a commitment to safeguarding and promoting the welfare of children and young people.*

# Person Specification

Please refer to these requirements when completing the application. The Person Specification is related to the requirements of the post as determined by the Job Description.

Essential	Desirable
<b>Education and Qualifications</b>	
<ul style="list-style-type: none"> <li>• Maths &amp; English GCSE or equivalent Grade C and above</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of ongoing Professional Development</li> <li>• First Aid Training</li> </ul>
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Experience of working within an administrative setting</li> <li>• Experienced in using a Management Information System such as Arbor or other equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within the academy or education sector</li> </ul>
<b>Knowledge and Understanding</b>	
<ul style="list-style-type: none"> <li>• High degree of accuracy</li> <li>• Ability to manage time effectively to complete tasks to a high level</li> <li>• Ability to work both alone and within a team to achieve specified standards</li> <li>• Be flexible to changing demands of the post</li> <li>• To undertake any training relevant to the role</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of child protection and safeguarding policies</li> <li>• Sound understanding of equal opportunity issues within the workplace and the importance of culture and ethos, and how these impacts on morale, high expectation, and high standards</li> </ul>
<b>Characteristics and Competencies</b>	
<ul style="list-style-type: none"> <li>• Excellent communication including verbal and written skills</li> <li>• Competent with IT and other software packages such as Word, Excel and Powerpoint</li> <li>• Good organisational skills</li> <li>• Ability to create a happy, challenging and effective learning environment</li> <li>• A solution-focused mindset and determined “no-excuses” approach to raising standards</li> <li>• A personable nature to build effective relationships</li> <li>• Ability and keenness to promote the Trust’s positive culture and ethos</li> <li>• A high level of integrity, confidentiality and discretion</li> </ul>	

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|---|--|
| <ul style="list-style-type: none"><li>• Ability to develop good personal relationships within a team, making an effective contribution to high morale</li></ul> |  |
|---|--|



**THE HOWARD**  
Academy Trust