



## Student Support Officer

**Location:** King James Academy Royston

**Reporting to:** Head of Year

**Start Date:** 1 September 2026

**Salary:** SCP 6-10 depending on experience (Pro rata)

**Contract Type:** Full-time, Permanent, Term-Time only (37 hours per week, Monday – Friday)

### About the Role

We are seeking a dedicated, organised and compassionate Student Support Officer to join our pastoral team at King James Academy Royston.

This is a key role within the school, supporting the physical, emotional and pastoral wellbeing of students, while providing high-quality administrative support to the Deputy Headteacher (Inclusion), Heads of Year and the wider pastoral team.

You will act as a vital point of contact for students, families and external agencies, ensuring that every student receives the support they need to succeed both academically and personally.

### Key Responsibilities

- Provide a single point of contact for students, families and external agencies on wellbeing, safeguarding and pastoral matters
- Support Heads of Year with attendance, behaviour and student welfare concerns
- Maintain accurate student records and update systems such as Arbor
- Liaise with external provision and agencies, tracking progress and supporting interventions
- Contribute to safeguarding processes as part of the trained safeguarding team
- Investigate behaviour incidents and support restorative approaches
- Support the operation of internal systems such as Reset Room and detentions
- Work collaboratively with SENDCo to support students with additional needs
- Be a visible presence around the school, supporting students during the day
- Assist with events, including parents' evenings and year group activities

### About You

We are looking for a candidate who:

- Is confident and resilient, with the ability to challenge where needed
- Has excellent communication and interpersonal skills
- Is highly organised and efficient, able to manage competing priorities
- Works well both independently and as part of a team

- Demonstrates integrity, discretion and professionalism
- Is committed to student welfare, safeguarding and inclusion

### **About the School and Trust**

King James Academy is a through school (ages 5–18) formed in 2019 from the amalgamation of two middle schools and an upper school.

Since 2020, the school has been part of the Diamond Learning Partnership Trust, a group of schools across Cambridgeshire, Peterborough and North Hertfordshire working collaboratively to provide high-quality education.

Located approximately 12 miles from Cambridge with easy access to London, the Academy benefits from a strong and supportive community. The predecessor schools were all graded 'Good' by Ofsted prior to joining together.

We are committed to high-quality professional development, and there are excellent opportunities for career progression within the Trust.

### **What We Offer**

- A supportive and collaborative working environment
- The opportunity to make a real difference to students' lives
- Ongoing professional development opportunities
- A school community built on strong values and high expectations

### **Safeguarding Statement**

King James Academy Royston is committed to safeguarding and promoting the welfare of children and young people. All staff are expected to share this commitment. Appointment to this post will be subject to satisfactory pre-employment checks, including an enhanced DBS disclosure.

### **How to Apply**

Please submit your application in line with the school's recruitment process. Early applications are encouraged, as we reserve the right to close this vacancy once a suitable candidate has been found.