

Job Description and Person Specification

Job details			
Job title	Pastoral Support Assistant		
School	Angel Road Schools		
Location	81 Angel Road, Norwich		
Hours per week		Weeks per annum and contract term	Term time + 1 week
Grade & Salary	Scale F		
Responsible to	Assistant Headteacher		
Responsible for	Pupil and parent support		
Effective date	January 2026		

Purpose of the Role
<p>This is opportunity to support children and families in a vibrant and inclusive school community where every child is valued and supported to thrive.</p> <p>Our school serves a diverse population with a wide range of needs, and we are proud of our inclusive ethos. As part of our pastoral team, you will play a key role in promoting emotional wellbeing, positive behaviour, and strong relationships across the school. You will work closely with pupils, staff, and families to provide tailored support that helps children feel safe, confident, and ready to learn.</p> <p>You will also support pupils with special educational needs and disabilities (SEND), helping to ensure they have full access to learning and pastoral care that meets their individual needs.</p> <p>Your work will contribute to improving attendance, removing barriers to learning, and ensuring that every child regardless of background or need, to flourish and become the very best version of themselves.</p> <p>You will be a Designated Safeguarding Lead and attend the relevant meetings for this role.</p>

Job Description – Main Duties and Responsibilities
<ul style="list-style-type: none"> • Provide high-quality pastoral care to support the emotional wellbeing and personal development of pupils across the school. • Build positive, trusting relationships with children, families, and staff to promote engagement and inclusion. • Support pupils with a range of needs, including those with SEND, ensuring they have access to appropriate pastoral and learning support. • Assist in the implementation of behaviour support strategies and contribute to a positive school culture. • Support children who become dysregulated and ensure that they return to their classes and their learning. • Run ELSA sessions for children where required.

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- Monitor pupil attendance and work with families to identify and address barriers to regular school attendance.
- Deliver targeted interventions and mentoring to help pupils overcome social, emotional, or behavioural challenges.
- Work collaboratively with the safeguarding team to identify and respond to concerns, ensuring the safety and wellbeing of all pupils.
- Support parents and families through EHAPs and other meetings.
- Liaise with external agencies and professionals to coordinate support for children and families where needed.
- Maintain accurate records of pastoral interventions, safeguarding concerns, and pupil progress.
- Contribute to whole-school initiatives that promote wellbeing, resilience, and positive mental health.
- Be a key part of the school safeguarding team as a DSL, attending relevant meetings when needed.

Safeguarding and Health and safety

- Evolution Academy Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Therefore, we will conduct pre-employment checks, including a social media search. This post will come under the requirements of the Childcare (Disqualification) 2009 Regulations, and a successful applicant would be required to complete a declaration form to establish whether they are disqualified under these regulations. An enhanced DBS check will be required
- Promote the safety and wellbeing of pupils, and help to safeguard pupils by keeping up to date with relevant safeguarding guidance and practice, including Keeping Children Safe in Education and Working Together to Safeguard Children
- Job holders must ensure that they have read, understood and act in accordance with current school policies, particularly those intended to protect children and employees, for example, health, safety, welfare, safeguarding and inclusion
- Respond appropriately to safeguarding and child protection concerns, following school procedures and reporting promptly to the DSL
- Adhere to all health & safety regulations and requirements, taking necessary action to ensure a safe working and learning environments for all children, colleagues and visitors
- Promote a culture of vigilance and openness where pupils and staff feel safe and confident to raise concerns

Professional Development

- Keep own knowledge and understanding relevant and up to date by reflecting on own practice, liaising with manager to identify relevant professional development to improve personal effectiveness
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role
- Take part in the school's appraisal procedures
- Follow all Trust and School policies, including the staff code of conduct

Supporting the work of our Trust

- Support our vision, mission and values, as well as our principled ways of working
- Be a professional role model, promoting the aims of our Trust whilst also providing a critical and supportive lens
- Develop and maintain strong working relationships with EAT colleagues and contribute to collaborative working across schools
- Attend and engage in regular professional training, seek support from other leaders and share best practice across our EAT community

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- Contribute to our 'One Trust' approach, seeking further opportunities to celebrate the work of our staff teams

Person Specification	
Essential	Desirable
Qualifications	
<ul style="list-style-type: none"> • NVQ 2/3 or equivalent qualification or experience in relevant discipline. • Designated Safeguarding Lead training (or willing to complete). • Good numeracy/literacy skills. GCSE (or equivalent) in Maths and English. • ICT literate with excellent keyboard skills. 	<ul style="list-style-type: none"> • Emotional Literacy Support Assistant (ELSA) qualified
Experience	
<ul style="list-style-type: none"> • Experience in supporting administrative services. • Experience of maintaining computerised records and systems. • Relevant experience in pastoral care, counselling, or a related role within an educational setting. 	<ul style="list-style-type: none"> • Knowledge of child development, mental health issues, and relevant counselling techniques.
Skills/knowledge	
<ul style="list-style-type: none"> • Able to work as a member of a team dedicated to delivering comprehensive support services. • Able to contribute effectively to deliver services in a manner that complies with regulatory requirements. • Good knowledge of relevant policies/standards/regulatory matters. • Effective use of ICT. • Able to relate to and assist school staff at all levels. 	<ul style="list-style-type: none"> • An understanding of safeguarding procedures for children and young people.
Personal Qualities	
<ul style="list-style-type: none"> • Show genuine care and understanding for the emotional needs of children and families. • Remain calm and positive when faced with challenges, supporting pupils with consistency and care. • Communicates clearly and respectfully with children, parents, staff, and external partners. • Responds flexibly to changing situations and takes proactive steps to support pupil wellbeing. • Handles sensitive information responsibly and maintains high standards of conduct. 	

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General information

- This job description details the main outcomes required and will only be updated to reflect **major changes** that impact on the outcomes of the job. It may be amended at any time in consultation with the postholder
- All work performed/duties undertaken must be carried out in accordance with relevant, Trust and Local Authority policies and procedures, within legislation, and with regard to the needs of our stakeholders and the diverse community we serve
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management. This Job Description is not an exhaustive list.

Signed: Job Holder		Signed Manager:	
Print Name:		Print Name:	
Date:		Date:	