

# Pastoral Manager

## Job Description

### Main Purpose of the Role

- To provide high-quality pastoral and family support that helps pupils overcome barriers to learning, behaviour, wellbeing and attendance
- To work closely with children, families and staff to promote positive attitudes, strong routines and high engagement.
- To act as a trusted, hands-on member of the school community who understands the context of St George's and builds strong relationships with parents and carers.
- To provide early help support, coordinating interventions and signposting families to appropriate services.
- To support whole-school pastoral systems and contribute to improvements in behaviour, attendance and wellbeing.
- To be a Designated Safeguarding Lead, ensuring that safeguarding and child protection are managed effectively and in line with statutory requirements.

### Key Responsibilities

#### Pastoral Support for Pupils

- Build warm, trusting relationships with pupils and provide day-to-day support for social, emotional and behavioural needs.
- Identify barriers to learning and implement personalised strategies to remove them.
- Deliver one-to-one or group interventions that support wellbeing, resilience and positive behaviour.
- Support children through challenging circumstances including anxiety, friendship issues or difficulties with regulation.
- Monitor behaviour and progress for pupils receiving pastoral or targeted support.

#### Family Support

- Act as a consistent point of contact for families who require advice, guidance or early help.
- Develop strong, respectful relationships with parents, including those who may be anxious or hesitant to engage with school.
- Carry out home visits when required to support attendance, engagement or welfare concerns.

- Work collaboratively with families to identify barriers and co-produce solutions.
- Signpost or refer families to external support services where appropriate.

### **Attendance Support**

- Support the monitoring of attendance and punctuality and identify patterns or reasons for concern.
- Engage parents in improving attendance through positive relationships, clear routines and early intervention.
- Assist with attendance plans, meetings and follow-up actions to ensure families understand expectations.

### **Working with Staff and External Agencies**

- Work closely with teaching staff, senior leaders and the SENCO to identify pupil needs and coordinate support.
- Contribute to multi-agency work including early help assessments, team-around-the-child meetings and wider partnership work.
- Liaise confidently with health, social care and local authority professionals.
- Support staff in applying pastoral, behaviour and attendance processes consistently.

### **Safeguarding**

- Act as the main point of contact for safeguarding concerns and make timely referrals to children's social care, the police or other agencies when required.
- Maintain accurate, secure and up-to-date safeguarding records and ensure child protection files are transferred appropriately when pupils leave.
- Provide safeguarding advice and support to staff and ensure all colleagues receive induction and ongoing training in line with statutory expectations.
- Work with external safeguarding partners, contribute to multi-agency meetings and ensure the school's approach to online safety, including filtering and monitoring, is effective.
- Promote a culture where children's voices are heard and their views inform safeguarding decisions.

### **Administrative Responsibilities**

- Maintain clear, confidential pastoral and attendance records in line with school systems and data protection requirements.
- Prepare documentation for meetings, reviews and external partners.

- Ensure relevant staff receive accurate information about pupil needs and support arrangements.

### General

- Promote and model the ethos, values and expectations of St George's Church of England Primary School.
- Undertake other appropriate tasks as directed by the Headteacher.

## Person Specification: Pastoral Manager

### Qualifications and Training

- Relevant qualification in social care, education, youth work, family support or a similar field, or significant relevant experience.
- Willingness to undertake further training such as safeguarding, early help or behaviour support.
- Evidence of recent professional development is desirable.

### Experience

- Experience working with children and families in a school, community or care setting.
- Experience supporting children with social, emotional or behavioural needs.
- Experience engaging families who may be reluctant or anxious about school.
- Experience working collaboratively with external agencies.
- Experience delivering targeted interventions or attendance support is desirable.

### Skills and Knowledge

- Understanding of safeguarding and child protection procedures appropriate for a Designated Safeguarding Lead.
- Excellent communication and interpersonal skills with children and adults.
- Ability to build trust and rapport quickly, particularly with families facing challenge.
- Strong organisational, time-management and record-keeping skills.
- Ability to remain calm, solution-focused and resilient.
- Understanding of the local community and the contextual challenges families may face.
- Confidence in supporting positive behaviour and de-escalation.
- Knowledge of local support services and referral pathways.

### Personal Qualities

- Down-to-earth, approachable and genuinely committed to supporting families.
- Warm, empathetic and able to engage with people from all backgrounds.
- Willing to take a hands-on, practical approach when needed.
- Able to maintain professional boundaries and manage sensitive information.
- Resilient and emotionally secure, with the ability to manage challenging conversations.
- A team player who contributes positively to school culture.
- Committed to the ethos and Christian values of St George's Church of England Primary School.