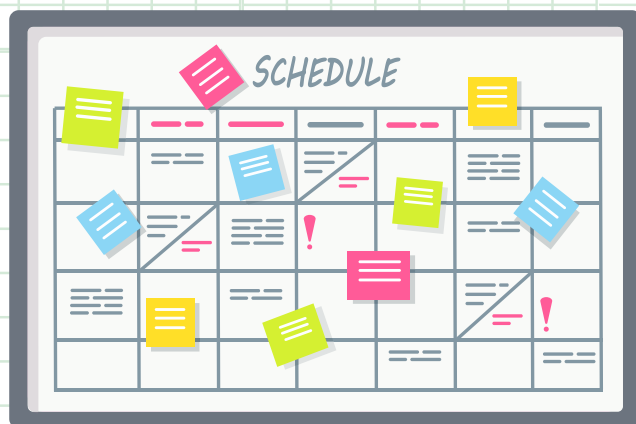
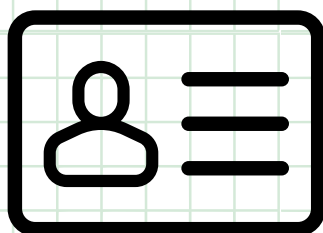
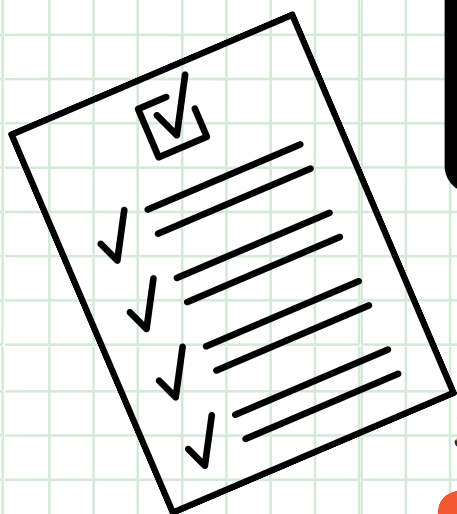


Wootton
Academy Trust



STUDENT SUPPORT LIAISON (PART TIME)

Job Pack



Welcome

from the Executive Headteacher

Dear Applicant,

Thank you for your interest in the post of Student Support Liaison at Wootton Academy Trust.

We are at an incredibly exciting time in our development. This September, Wootton Upper School will become Wootton Academy, a Year 7 – 11 secondary and grow from 850 to 1150 students. In addition, our popular and oversubscribed sixth form Kimberley College will also change as it focuses on getting students into the country's top universities and degree apprenticeships. The opportunities that come from this are huge, and we need to grow our staff body in key subjects as a result.

Both settings have been inspected in recent times and found to be "Good" across the board – Wootton in November 2024, and Kimberley in May 2023. Teachers can get on and teach because students behave and work hard.

However, we have lots of things we must do better right now for our students and the wider community. We want to run superb schools with great outcomes for all students, enabled by a high-performing, happy staff body, and a reputation as a great place to learn and work. We are working hard to build a strong culture based on great attendance and behaviour by students. And we are developing a curriculum that is ambitious and knowledge-rich, recognises the importance of subject disciplines, and immerses students in the best that has been thought and said.

If you share our passion for knowledge and handing it on to future generations, and are motivated to find out more about us, then please visit our website or get in touch with us for a chat. We'd love to show you around and have you see for yourself a place where teachers can teach and students work hard. Details of the application process are at the end of this recruitment pack.

We look forward to receiving your application.

Yours sincerely,



Mark Lehain
Executive Headteacher

About WAT

TRUST VALUES

Wootton Academy Trust is committed to the pursuit of **excellence**, with an unrelenting drive to ensure that every student makes great progress, achieves exceptional standards and realises their potential.

It is important to us that all students are able to access a wide range of **enrichment** activities in our academies, to realise their full potential and to be able to operate with great **independence** in adult life. Therefore, we are committed to providing all students with lots of diverse **opportunities** including developing their awareness of the importance of British values, of upholding the rule of law, tolerance, respect, democracy and **equality**.

We are committed to providing our students with skills to enable them to play active roles in our **community** and in the wider networks in which we all operate, in **partnership** with others.



"The pursuit of excellence underpins everything we do"



Our **vision** is to operate academies which are genuinely inclusive; Wootton Academy Trust (WAT) strongly believes that its provision should be judged by how its academies nurture the most vulnerable students in their communities to maximise their future social mobility.

We operate caring and supportive communities where everyone is encouraged to flourish. We are committed to providing all our learners the best education possible. We, therefore, nurture high aspirations and work collaboratively with others to provide outstanding opportunities.

It is important to us that everyone knows they are valued, and we will celebrate each student's individual journey as they take their next steps, well prepared for life in modern Britain.

Pastoral Department

The role is linked to the pastoral team at the college and will be line managed by the Pastoral Leader. In addition, there are aspects that link to supporting the college professional studies team in delivering first class student support and administration. The Pastoral Team at Kimberley College is dedicated to supporting the personal, emotional, and academic wellbeing of every student. Through remote supervision and triage of student requests for information and guidance you will be part of this.



Our Mission

Our Mission is to ensure that every student feels supported, valued, and empowered to thrive. In a safe, inclusive, and nurturing environment that promotes resilience, confidence, and a strong sense of community, enabling all students to reach their full potential—both academically and personally.

What We Do Personal Support:

- Provide a warm and friendly service for students requesting advice and guidance
- Ensuring students are given the correct information to resolve any issues
- Communicate student concerns to the appropriate person should you not be able to resolve them
- Ensure any changes to student support are understood and guidance is timely and appropriate
- Liaise with the Lead Pastoral Tutor, Pastoral Leader and the wider college leadership team to report on trends related to student needs and requirements
- Academic Support: Working closely with subject teachers and academic departments to support students with study habits, time management, motivation, and dealing with academic pressures and oversee this in the Atrium
- Ensure the learning environment is scholarly, productive and that college expectations for learning requirements are being met
- Keep a record of student interaction and maintain registers of student attendance to private study sessions in the Atrium.
- Safeguarding and Welfare: Ensuring all students are safe and that any concerns about wellbeing or safety are dealt with promptly and sensitively, in line with statutory safeguarding responsibilities.
- Referral Services: Where appropriate and under guidance from the Pastoral or college leadership team, provide access to external support services, including counselling, mental health services, financial advice, and specialist support when needed
- Enrichment and Life Skills: Supporting the wider personal development of students through workshops, events, and drop ins focused on wellbeing, resilience, and life beyond college.

Key Facts

	 Wootton Upper School	 Kimberley Sixth Form
Last Ofsted	Nov 24	May 23
Ofsted Judgement	Good in all areas	Good
PAN	297 students 10 forms of entry	350 students (2024)
Year Established	1975	2013
Type of School	Converter Academy part of Academy Trust	Sixth Form Free School part of Academy Trust
Age Range	13-16	16-19
Number of Students on Roll	875 (rising to 1150 in September 2026)	750
Number of Students in Sixth Form	N/A	As above
% of SEND Students	16%	6%
% of EAL Students	7%	18%
% FSM Students	18%	7%
% of Pupil Premium Students	21%	8%
School Website	https://www.woottonupper.co.uk/	https://www.kimberleycollege.co.uk/

About the role

The role holder will act as the first point of contact for students who need advice and guidance, documents, problems resolving and triaging to other student services.

The role will be based in the College atrium study space providing regular supervision and interactions with student.





Job Description

Job Title	Student Support Liaison
Reporting to	Assistant Head of College (Pastoral Lead)
Hours	28 hrs per week - Term time only (incl. 5 training days) 8.30am - 2.30pm with a 30 min unpaid lunch break, Monday to Friday
Location	Kimberley College
Salary Scale	Level 4A, Point 11-15, £18,297.38 - £19,521.27 actual gross salary per annum



Accountabilities & Responsibilities

Act as the first point of contact for students seeking advice, guidance and information, providing a welcoming, responsive and student-centred service.

Deliver a high-quality triage function, resolving routine enquiries at first point of contact and referring students to the appropriate specialist teams where required.

Provide information, advice and guidance across a range of student support services, including:

- Student transport
- Financial support and bursaries
- Careers education, work experience and employability
- UCAS applications and Unifrog
- Attendance and punctuality
- Student ID cards and lanyards
- Student network access, passwords and login support

Support students in overcoming barriers to learning by signposting them to appropriate internal and external support services, ensuring timely interventions and positive outcomes.

Maintain accurate records of student enquiries, actions taken and referrals, ensuring confidentiality and compliance with college policies and data protection requirements.

Provide remote supervision of students using the Atrium study spaces, promoting a safe, inclusive and purposeful learning environment whilst encouraging positive student behaviour.

Take and record registers for all scheduled Private Study sessions (currently three sessions per day), ensuring attendance data is accurate and communicated promptly where follow-up is required.

Ensure the Student Support Hub is accessible to students throughout the working day, including during break and lunchtime periods, providing a consistent and reliable service.

Work collaboratively with Attendance, Reception, Pastoral Tutors and wider Student Services colleagues to provide seamless support for students and contribute to a positive student experience.










Develop a working knowledge of Attendance, Reception and Pastoral Tutor functions to provide effective operational cover during periods of staff absence, ensuring continuity of service.


Promote student wellbeing, engagement, attendance and success by building positive relationships and encouraging students to access the support available to them.

Contribute to the continuous improvement of Student Services by identifying recurring student issues, sharing feedback and recommending service enhancements.

Undertake any other duties commensurate with the grade of the post, as reasonably required by the College.

Person Specification

CRITERIA In assessing these criteria, the focus will be on demonstration of the necessary experience/knowledge to fulfil the overall strategic function as IT and Digital Innovation Lead	ESSENTIAL (E) DESIRABLE (D)		WHERE ASSESSED
	E	D	
QUALIFICATIONS			
GCSE Grade 4/C or above (or equivalent) in English and Mathematics.			A
Level 2 or Level 3 qualification (or equivalent experience) relevant to administration, customer service, education or student support.			A, I
First Aid, Mental Health First Aid or Safeguarding training (or willingness to undertake training).			A
EXPERIENCE, SKILLS & KNOWLEDGE			
Experience of working in a customer-facing, reception, administrative or student support environment.			A, I, R
Experience of dealing with a wide range of enquiries, providing information and resolving routine issues.			A, I, R
Experience of working as part of a team to deliver an effective service.			A, I, R
Experience of using Microsoft Office applications and electronic record systems.			A, I, R
Experience of working within a school, college or educational setting.			A, I, R
Experience of supporting young people aged 16–19.			A, I, R

Understanding of the importance of confidentiality and data protection.			A, I, R
Understanding of the importance of providing excellent customer service.			A, I, R
Knowledge of student support services such as bursaries, transport, attendance, careers or UCAS.			A, I, R
Excellent communication skills, both verbal and written.			A, I, R
Ability to establish positive and professional relationships with students, staff and visitors.			A, I, R
Good organisational skills with the ability to manage competing priorities.			A, I, R
PERSONAL COMPETENCIES & QUALITIES			
Friendly, approachable and committed to delivering excellent customer service			A, I, R
Committed to safeguarding and promoting the welfare of young people.			A, I, R
Willingness to undertake relevant training and continuous professional development.			A, I, R
Willingness to provide operational cover for Reception, Attendance or other Student Services functions following appropriate training.			I, R

Key: A = Application I = Interview R = References

PLEASE NOTE: The Selection Panel will use the Person Specification criteria above to shortlist. Please demonstrate how you meet the criteria in order to be shortlisted



EMPLOYEE BENEFITS



- COMPETITIVE SALARIES



- TPS AND LGPS DEFINED CONTRIBUTION PENSION SCHEMES



- A COMPREHENSIVE EMPLOYEE ASSISTANCE PROGRAMME



- HIGH QUALITY CPD PATHWAYS



- GENEROUS HOLIDAYS



- AN EXCEPTIONAL ECT INDUCTION PROGRAMM PROGRAMME



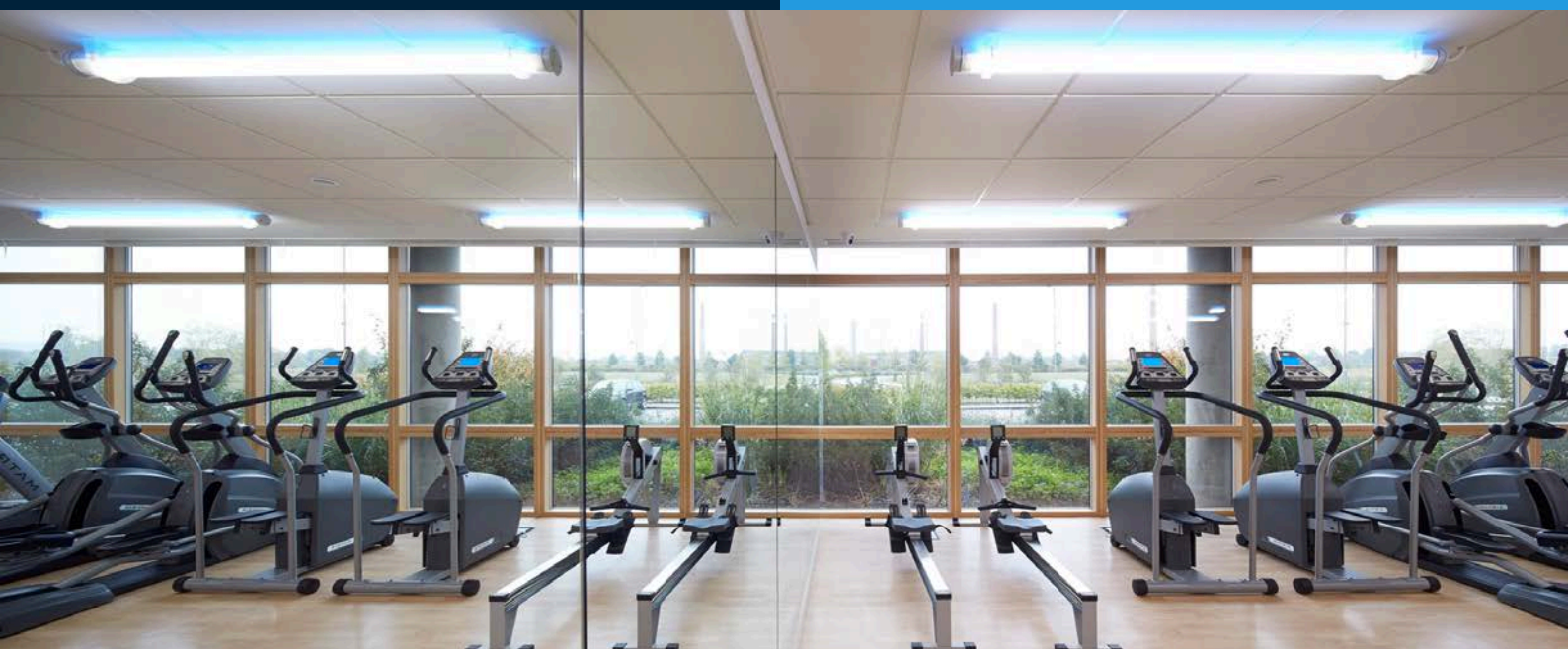
- FREE GYM AND SHOWER FACILITIES



- INDIVIDUAL DIGITAL DEVICES FOR STAFF



- ON-SITE COFFEE SHOP



How to Apply



APPLICATION PROCESS

To apply, please send the completed Application Form via MyNewTerm

Your supporting statement should demonstrate how you meet the requirements set out in the Person Specification.

CLOSING DATE

Please apply at the earliest opportunity. We reserve the right to close the vacancy early should we receive applications from outstanding candidates.

INTERVIEWS

References will be taken up shortly after shortlisting and prior to interview using the contact details you supply on your application form.

NOTIFICATION & FEEDBACK

Candidates who have been interviewed will be notified of the outcome as soon as possible – please ensure that you have provided day and evening numbers on which you can be reached. Unsuccessful candidates will also be given constructive feedback.

SAFEGUARDING

The Wootton Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Candidates are expected to demonstrate a sound understanding of the leadership of and contribution to a safeguarding environment. The successful candidate will be required to undergo an enhanced DBS with barred list check followed by safeguarding training as part of their induction.

DATA PROTECTION

As part of our recruitment process, Wootton Academy Trust collects and processes personal data relating to job applicants. The Trust is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. For further information about this and to read our Data Protection and Freedom of Information Policy, please visit the school's website.

Thank you for your interest

