

Job Description - Student Support Officer

Position: Student Support Officer

Reporting to: Head of Year

Location of Position: King James Academy Royston

Purpose of this role

The Student Support Officer will be responsible for supporting the physical and emotional welfare of the students and to provide a broad range of administrative support and accurate clerical and pastoral service to the Deputy Headteacher (Inclusion) and the staff working within the Pastoral Team (HoYs). They will accurately and robustly maintain all correspondence and administration records relating to the requirements of students and to ensure that support is provided in a manner that is consistent with KJAR policy and best practice to meet statutory requirements and agreed standards. This is a key post within the school, which requires diplomacy and sensitivity, as well as dedication and a highly efficient, organised and responsible approach. They will support the vision, aims and ethos of the school.

They will also represent the ethos, values and approach of KJAR to pupils, parents and staff.

Key Responsibilities

- Supporting the year teams in providing a single point of contact for students, families, and external agencies in regard to student wellbeing, pastoral concerns, safeguarding, and child protection.
- To be part of a team that runs Breakfast Club for students.
- Cover Student Services when required.
- Liaise with the Attendance Officer and HOYs in regard to any attendance concerns and support required for students.
- To provide support to all students, liaising with Alternative Provision (such as NHESC) and SENDCO.
- To complete written referrals to outside agencies (such as NHESC) with others (e.g. HoY/SLT) when required, with referrals to be signed off by the Head of Year or SLT prior to submission.
- To liaise with outside agencies and track student progress at Alternative Provision, supporting the HoY to resolve any issues that may arise.
- To support all plans, such as APDR, ASP, Child Protection and Pastoral Support Plans (PSP), liaising with Heads of Year when required.
- To take a safeguarding role within the school community as a trained level 3 member of the safeguarding team.
- To receive information from Hertfordshire County Council using their preferred method of contact and record, disseminate and track this information as appropriate. This may also require returning of completed documents (such as S17, S47 etc) as required from key areas.
- To maintain accurate and up to date records of all external agency involvement.
- Manage and maintain all student records, liaising with prior schools about files and records when required.
- To update the Arbor database with relevant pastoral data.
- Attend any safeguarding or child protection meetings when required.
- Attend any relevant 'Teams around the family' meetings when required with the Heads of Year/SENDCO.
- Support all teaching staff by providing a visible presence during learning times and with student issues when required.

- Work with the SENDCO regarding any SEN students who may require pastoral support or students who may have an undiagnosed learning need.
- Work with Heads of Year and SLT to ensure students presenting challenging behaviours in the classroom have an appropriate level of support.
- To investigate behaviour events, taking student statements and reporting to HOYs
- To be able to access and make use of the CCTV system when needed.
- To be responsible for the covering the day to day running of the Reset Room as required
- Provide administrative and practical support for the centralised detention system, including chasing up non-attenders.
- Organise year specific events with the HoY.
- Complete paperwork for fixed term exclusions and part time timetables.
- To ensure work is set for students who have been suspended.
- To be the point of contact for students who require uniform items to ensure they are compliant with the School's uniform expectations.
- Work with the HoY preparing resources for celebration assemblies
- Work with SLT in order to provide effective and appropriate support and challenge for pupils, raise expectations, track performance and identify support in and outside the school.
- Link in with MSA's at the end of each lunch shift and follow up on any concerns raised.
- Attend Parents' evenings as the first point of contact for parents/carers when they arrive (TOIL to be arranged).
- Other administrative duties that may be required to support the year group.

Person Specification

Be able to challenge others.	Being assertive and confident in making sure others meet our expectations, and able to challenge misconceptions.
Be able to lead others.	Demonstrate skills that ensure that others listen to ideas and be willing to seek the ideas of others to make sure any improvements or changes in school are successful.
Be an effective communicator	To be able to articulate ideas and opinions in an effective way to make sure you are clear about the purpose and messages you want heard. This may be verbal, nonverbal or written.
Be a team player	To be flexible in your approach and to work effectively and positively as part of a team supporting colleagues.
Be independent	To be able to work independently and proactively knowing when to seek assistance and guidance.
Be open-minded	Have a willingness to identify opportunities and develop personal learning to bring about change and improvement in our practice.
In addition	Support the school values and ethos, follow school policies, practices and procedures, participate in the annual appraisal system, promote anti-discriminatory practice and support safeguarding and child protection measures. To have personal integrity, loyalty and be able to maintain confidentiality.

Other Duties

- Have full regard to all aspects of the Academy's Health and Safety policy and secure appropriate practice in those areas for which responsibility is held;
- Safeguard and promote the well-being of students and staff in all aspects of the performance of this role;
- Follow Child Protection and other agreed procedures e.g. relating to the organisation of trips and visits and the ordering of goods;
- Undertake such other duties as the Headteacher may reasonably require.