



JOB DESCRIPTION

Role Title	Department	Reports to
Pastoral Administrator	Admin	Assistant Headteacher

PURPOSE

To provide essential administrative support to the pastoral team at the Academy. The post-holder will ensure that the Academy's behaviour, rewards and pastoral data systems are maintained accurately and efficiently, act as a point of contact for parents and carers, and provide timely administrative support to Heads of Year and pastoral leaders.

DIMENSIONS

Direct Reports	Budget Responsibility
None	None

PRINCIPAL ACCOUNTABILITIES

Behaviour Administration

- Administer the Academy's detention system, ensuring that detentions are accurately logged, communicated to students and parents, and followed up in a timely manner.
- Maintain and update the rewards system, recording merits, certificates and other recognition in line with the Academy's policy.
- Produce regular detention and rewards schedules and distribute these to relevant staff and students.
- Liaise with Heads of Year to resolve any queries or discrepancies relating to detentions or rewards.

Parent & Carer Communication

- Act as the first point of contact for incoming calls, emails and messages from parents and carers regarding pastoral matters, triaging and directing enquiries appropriately.
- Respond to routine pastoral enquiries promptly and professionally, escalating complex or sensitive issues to the relevant Head of Year or pastoral leader.
- Send pastoral communications to parents and carers on behalf of Heads of Year, including letters, notifications and meeting invitations.
- Maintain an accurate and up-to-date log of parent and carer contacts and outcomes.

Behaviour & Pastoral Data Systems

- Maintain accurate behaviour and pastoral records in the Academy's management information system, including incident logs, sanctions, attendance concerns and intervention notes.
- Ensure data is entered promptly, consistently and in line with the Academy's data management procedures.
- Support the regular audit and cleansing of pastoral data to ensure accuracy and compliance.

Reporting

- Produce regular and ad hoc reports on behaviour, attendance, detentions, rewards and other pastoral data for Heads of Year and the leadership team.
- Collate and format data into clear, accessible summaries to support pastoral decision-making and strategic planning.
- Assist in the preparation of reports for the Senior Leadership Team and external agencies as required.

Administrative Support to Pastoral Initiatives & Events

- Provide administrative support for pastoral initiatives, programmes and events, including assemblies, tutor programmes, rewards events and parent evenings.
- Assist with the preparation of materials, room bookings, correspondence and other logistical arrangements for pastoral activities.
- Support the co-ordination of multi-agency meetings, SEND reviews and other pastoral appointments, including minute-taking as required.

Other Duties

- To work as an effective member of a team and to always promote teamwork
- Observe good working practices and current health and safety regulations
- Observe and adhere to all Policies, Procedures and Regulations
- To carry out any other reasonable duties as requested by your Line Manager, a member of the Leadership team or the Headteacher.

PERSON SPECIFICATION

Qualifications/Education/Training	<ul style="list-style-type: none">• GCSE English and Maths at Grade C/4 or above, or equivalent (E)• Level 2 or above qualification in Business Administration, Customer Service or a related field (D)• Evidence of relevant continuing professional development (D)
Knowledge/Experience	<ul style="list-style-type: none">• Experience in an administrative or customer-facing role, ideally in a school or public-sector setting (E)• Experience of maintaining data systems and producing reports (E)• Awareness of safeguarding and child protection requirements (E)• Previous experience of working in a school administrative environment (D)• Familiarity with school behaviour or pastoral processes (D)

<p>Technical/Business Skills/Ability</p>	<ul style="list-style-type: none"> • Proficient in the use of Microsoft Office, including Word, Excel and Outlook (E) • Accurate data entry skills with strong attention to detail (E) • Ability to produce clear, well-presented written communications (E) • Experience of using SIMS or a similar school management information system (D)
<p>Particular Aptitude/Personal Skills Required</p>	<ul style="list-style-type: none"> • Well-organised and able to manage a varied workload, prioritising effectively under pressure (E) • Professional and calm telephone manner, able to handle sensitive or difficult conversations with parents and carers with confidence and empathy (E) • Discreet and trustworthy, with a clear understanding of confidentiality in a school context (E) • A collaborative team player who builds positive relationships with staff across the Academy (E) • Excellent attendance and punctuality (E)

Associate Staff Standards

We as Trust colleagues, make upholding the reputation and standards of the Trust and the School our first concern, and are accountable for achieving the highest possible standards in our work and conduct. Our Job Descriptions define the behaviour and attitudes required. We act with honesty and integrity; have strong subject knowledge, keep our knowledge and skills up to date and are self-critical; forge positive professional relationships and work with parents/carers, visitors and outside agencies in the best interests of students.

Personal and Professional Conduct

A colleague is expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct for all Trust employees;

We uphold public trust and maintain high standards of ethics and behaviour, within and outside School, by:

- Treating students, colleagues, visitors and parents/carers with dignity, building relationships rooted in mutual respect and at all times observing proper boundaries appropriate to our position;
- Having regard for the need to safeguard students' well-being, in accordance with statutory provisions;
- Showing tolerance of and respect for the rights of others;
- Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs;

- Ensuring that personal beliefs are not expressed in ways which exploit students' vulnerability or might lead them to break the law;
- Maintaining high standards of confidentiality and acting with integrity at all times.

I hereby confirm that I have received a copy of the above job description

PRINT: SIGNED: