

JOB DESCRIPTION

Post:	Duty Manager
Reporting to:	Senior Assistant Headteacher (Engagement)
Post Level & Grade:	Kent Scheme E
	36.5 hours per week / 39 weeks per year (Term time only)
	8:30am - 4:30pm Monday to Thursday
	8:30am - 3:30pm Friday

Role purpose

Through this role you will successfully lead the school Duty Manager system which includes the two main objectives shown below:

- To act as a school Duty Manager, collecting students from lesson should there be a behaviour concern and following up with appropriate actions
- To liaise closely with ASU, SIR and Pastoral staff in the effective management of individual behaviour concerns.

All of the above will aim to ensure students are able to meet the schools' high expectations for engagement and receive support to remedy issues.

Main Duties:

Duty Manager role

- Respond to Duty Manager referrals by collecting students from class where there have been engagement concerns
- As appropriate ensure collected students are taken to the School Isolation Room (SIR), supporting the SIR Leader to settle students in the provision
- When collecting students take the opportunity to discuss concerns and reasons for the DM call – taking a restorative approach wherever possible whilst upholding school standards
- Where appropriate check that school systems have been followed in the classroom and raise any concerns with Assistant Headteacher (AHT) line manager
- Where time allows undertake proactivity tours to positively support our high expectations of lesson engagement across the school
- Send weekly reports via Arbor covering DM calls and outcomes as agreed with line manager.

Supporting effective handover of individual incidences

- Liaise with other pastoral staff and SLT to ensure the DM information is completed with actions to remedy the referring issue
- Contact parents to ensure they are aware of individual incidences and follow on sanctions where required (including suspension/ASU placements)
- Liaise with pastoral staff where appropriate to ensure students move onto the next stage of sanction/support as required (such as SIR or ASU)
- Track and review impact of the role, working with wider pastoral team to improve effectiveness wherever possible
- Contact parents of students who have escalated to isolation for non-attendance at relevant stages of the detention process.

Other duties

- To take responsibility for own professional development
- Take part in school meetings and CPD sessions as per the school calendar
- To ensure all appropriate safeguarding requirements are upheld at all times
- To undertake any duties that the Headteacher may reasonably request.

Note

- The above responsibilities are subject to the standards, general duties and responsibilities contained in the statement of Conditions of Employment, having due regard to the requirements of the National Curriculum, the school's aims, objectives and schemes of work and any policies of the Governing Body.
- This job description is not necessarily a comprehensive definition of the post. It will be reviewed and may be subject to modification or amendment at any time after consultation with the post holder.

Person Specification

	Criteria
Qualifications	• GCSE in English and Maths at a minimum of a Grade C – or equivalent
Experience	• Working effectively with young people in education or another related area • Working in an educational environment or setting in particular SEMH provisions and programmes • Operational experience of administration and office systems
Skills and abilities	Essential • Ability to motivate young people by establishing empathetic and supportive relationships • Ability to demonstrate a positive and enthusiastic approach • Ability to demonstrate a calm manner whilst setting high expectations • Ability to manage high emotions when needed • Ability to organise and prioritise workload to achieve deadlines • Good communication and interpersonal skills • Being friendly and welcoming at all times to students, staff, parents and visitors • Ability to effectively use ICT and other specialist equipment/resources • Ability to work under pressure and work efficiently to meet deadlines • Ability to work effectively in a team but also take initiative and work independently where required • Ability to work confidentially • Display commitment to own development and willing to experiment and learn in the role
Knowledge	• Knowledge of the principles involved in effective behaviour management • Understanding of Child Protection procedures • Awareness of Data Protection and confidentiality issues
Behaviours	<i>Behaviours which are compatible with our school vision, including:</i> • We achieve the best outcomes when all staff work together in a supportive collaborative environment • High expectations in all aspects of our work • Staff and students can 'enjoy the journey' <i>In addition, we expect the following:</i> • A 'can do' attitude where all possible avenues are explored to achieve the best outcomes for students • Flexibility to work as required to achieve the best outcomes for students • Integrity and professional pride to do the job properly • Rigorous, consistent and logical approach to ensuring all procedures and policies are followed • Good sense of humour and ability to relate to colleagues, parents and students

Organisation



Signed (Postholder): _____

Dated: _____

Print name: _____

Headteacher: _____

Dated: _____