



Astrea Academy Trust

LEARN, THRIVE, SUCCEED

Role Profile

Pastoral Support
Officer

Cottenham Village
College

ROLE SPECIFICATION

Academy / Department	Cottenham Village College
Post title	Pastoral Support Officer
Responsible to	Vice Principal
Full time Salary	£29,524 - £31,526 per annum
Pro-Rata Actual Salary	£23,968 - £25,578 per annum
Working Pattern	Term Time + Training days (39 weeks)
Pension	Local Government Pension Scheme
Working Hours	37hrs per week 08:15-15:45 Monday-Friday
Line Management Responsibility	No

ROLE SUMMARY

As a Pastoral Support Officer, you'll play a vital role in shaping a positive scholar experience. You'll work closely with Heads of Year to manage behaviour, lead investigations, liaise with families, and support exclusions. You'll ensure continuity of learning in the Internal Suspension Room and help run our centralised detention system, including following up on attendance. Your work will directly impact scholar wellbeing and help uphold the school's high standards.

KEY ACCOUNTABILITIES

- ★ Carry out supervisory duties of scholars throughout the academy day; including before and after academy start and end times.
- ★ Assist in the implementation and enforcement of academy pastoral policies and procedures
- ★ Liaise with the Deputy and Designated Safeguarding Leads to support scholars across the academy.
- ★ Respond to enquiries from parents/carers and signpost to the appropriate colleagues.
- ★ Contact parents/carers to inform them of the pastoral needs (or situation) of the scholars e.g. for detentions or suspensions etc.
- ★ Facilitate effective contact between the academy and parents/carers by logging calls and actions on Bromcom and updating Pastoral Leaders as appropriate.
- ★ Source information and provide reports as requested e.g. suspension analysis.
- ★ Process suspension forms.
- ★ Monitor the attendance of scholars. Ensure all registers are completed and actions taken in line with the Attendance Policy.
- ★ Organise, distribute and collate work packs for scholars who have been suspended.
- ★ Support the pastoral provision and Heads of Year with record keeping and administration support.
- ★ Triage scholars who have caused disruption to learning in lesson and need to be placed in the RESET base.

- ★ ★ Record successes, failures, refusals and suspensions in the RESET base
- ★ ★ Identify scholars who have been sent to RESET base but not arrived and liaise with relevant members of the Pastoral Team.
- ★ ★ Manage and update scholar records as required.
- ★ ★ Process scholar attendance for the RESET base and escalate non-attendance in line with the school scholar Attendance Policy.
- ★ ★ Maintain a high-quality learning environment in the Triage Room.
- ★ ★ Create, distribute, collate and file RESET base log sheets.
- ★ ★ Liaise with external agencies as necessary, providing information as required and approved.
- ★ ★ Organise, distribute and collate completed work to Curriculum Leaders and teachers.
- ★ ★ Attend and actively participate in team and academy meetings and attend and support events such as Parents Evenings, Open Evenings and Curriculum activities.
- ★ ★ To support the team with administering First Aid for scholars
- ★ ★ Prioritise and manage your own time effectively to balance all the demands made in this role.
- ★ ★ All employees are required to meet the expected level of performance necessary for undertaking their role, whilst demonstrating positive behaviours in line with Trust Values.
- ★ ★ Astrea Academy Trust is committed to safeguarding and promoting the welfare of children and young people. We expect all employees to share this commitment.
- ★ ★ All employees are required to comply with all Astrea Academy Trust, Statutory and School policies, and their updates, as required by legislation or changed from time to time by the Trust to reflect changing circumstance, and act in accordance with them as necessary.
- ★ ★ All employees are required to demonstrate a continued commitment to professional development and undertake all relevant mandatory training associated with their role.
- ★ ★ This list of key responsibilities is not intended to be exhaustive and is a general outline of the typical duties and responsibilities expected to be carried out whilst accepting that these may vary.

PERSON SPECIFICATION

	Essential	Desirable
Education and Training		
A good standard of education.	•	
First Aid at Work certificate, or willingness to undergo training.	•	
Experience		
Experience of working in a school setting		•
Experience of working with young people	•	

Experienced in administrative tasks, such as record-keeping, report writing, and using school systems		•
Ability to liaise with parents, carers, and external agencies to support scholar wellbeing		•
Knowledge		
Commitment to support the ethos and aims of the Academy	•	
Good knowledge of safeguarding policies and procedures	•	
Familiarity with school behaviour policies and exclusion processes.		•
Professional Skills		
The ability to be able to communicate effectively in a range of situations and be able to adapt style and approach were necessary to achieve the desired outcome	•	
The ability to manage change effectively	•	
High level personal IT skills and the ability to use these effectively in a range of situations	•	
Ability to work under pressure and to deadlines	•	
High expectation of self and others	•	
Patience and empathy when dealing with complex situations.	•	
Personal Qualities		
Confident, enthusiastic and motivated with a passion for education and scholar well-being	•	
Commitment to self-development and continual improvement	•	
Strong relationship building skills with the ability to work as part of a team understanding Trust roles and responsibilities and own position within these	•	
Commitment to Diversity, Equality and Inclusion	•	
Ability to command credibility and respect	•	
Flexible and organised approach to work	•	
High levels of resilience and emotional maturity	•	
Inquisitive nature with sound problem solving skills, judgement and initiative	•	
Can-do attitude and solution focused approach with an ability to manage expectations	•	
Able to adapt to changing circumstances and new ideas	•	
High level of integrity with an ability to self-evaluate and reflect	•	

GENERAL RESPONSIBILITIES

- ★ Contribute to the overall aims of the Trust and Academy Improvement Plans.
- ★ Commitment to continual learning and development of skills.

- ★ ★ Behave in a manner that is professional, friendly and fair demonstrating and role modelling politeness and respectfulness.
- ★ ★ Demonstrate an excellent record of attendance and punctuality.
- ★ ★ Be aware of and comply with Trust policies and procedures including but not exhaustive of:
 - Acceptable Use of IT Policy
 - Code of Conduct
 - Keeping Children Safe in Education (KCSIE 2024)
 - Child Protection and Safeguarding Policy
- ★ ★ Work cooperatively as part of the Trust wide staff team.
- ★ ★ This role profile is not exhaustive and undertaking other duties may be required.

THIRD PARTY CHECK

Is this role subject to the following checks?

Disclosure Barring Service Enhanced Check (DBS)	Yes
Section 128 (S128) check	No
Is this role a Senior Leadership Role with management responsibility for the academy?	

APPLICATION PROCESS

Due to the Education sector requirements and that we must comply with Keeping Children Safe in Education (KCSIE) an application form must be completed. We are unable to accept a CV as form of application. We recognise that our application forms are comprehensive. If you have any difficulties completing, please do contact recruitment@astreaacademytrust.org