

Job Description: Pupil Support Assistant – Coordinator / Triage / On call response



Title of Post	Pupil Support Assistant – Coordinator / Triage / On Call Response
Grade and SCP	6
Hours/Working Weeks	32.5 hours per week (8.30am– 3.30pm) Term-time only plus 2 PD Days
Post Status	Permanent
Accountable To	Behaviour Manager

Main Purpose

To provide a high quality efficient and professional service for the school, supporting pupils under guidance of the Behaviour Manager and/or Assistant Headteacher (Behaviour).

The Pupil Support Assistant will be responsible for providing vital support to pupils primarily based in our Expectations Room, ensuring that all pupils receive appropriate help and guidance when needed. The role will involve coordinating responses to pupil needs, triaging support requests, and arranging on-call responses to ensure effective and timely interventions. The Pupil Support Assistant will work closely with teaching staff, leadership teams, and external support services to ensure the well-being and academic progress of all pupils.

Key Responsibilities

1. Support for pupils

- To support pupils in dealing with a range of areas including attendance, behaviour and pastoral care.
- Work with / liaise regularly with the Behaviour Manager, Assistant Headteacher (Behaviour) and SENDCO in assessing pupils and identifying those in need of extra support.
- To undertake all related administrative tasks to support behaviour management and reporting.
- Support in the recording, monitoring and evaluation of the effectiveness of strategies with individual pupils and or groups of pupils.
- Actively promote good behaviour of all pupils and build strong supportive relationships with pupils that ensure compliance with school expectations.

- Support in establishing home/school links for pupils, maintain regular contact with families/carers of identified pupils, to keep them informed of the pupil's needs and progress and to secure positive family support and involvement
- To supervise the Expectations Room and duties, as required
- To support with the on-call system of the school
- To establish positive relationships with pupils
- To arrange meetings (e.g., parents, teachers, external agencies) and take notes if required.
- To assist in the preparation and maintenance of reports
- To administer first aid when required
- To communicate professionally with all staff, pupils and parents
- To support, implement and encourage new processes and systems; sanctions, rewards and attendance, for example
- To positively promote the image of the school and encourage team work throughout the school
- To ensure confidentiality at all times
- To ensure appropriate learning resources are available to pupils within the Expectations Room
- To ensure Health & Safety regulations and codes of practice are observed at all times
- To carry out any other reasonable duties, as directed by the Behaviour Manager, Assistant Headteacher (Behaviour) or SENDCO
- Perform gate duties before and after school to ensure student safety and support school entry/exit procedures
- Work with pupils, their parents / carers and staff to improve their engagement (behaviour, attendance etc)
- Provide challenge and encouragement to pupils to help them to learn removing barriers to learning where required.

2. Support for pupils through Coordination, triage and on call responses

- To take and deliver messages to/from both internal and external callers, maintaining a comprehensive communication log within the school's MIS
- Work with / liaise regularly with the Behaviour Manager, Assistant Headteacher (Behaviour) and SENDCO in assessing pupils and identifying those in need of extra support.
- Plan, deliver and review interventions for pupils to address behaviour.

3. Support for the school.

- To comply with policies and procedures relating to child protection, health, safety and security, SEN/Inclusion and data protection, reporting all concerns to the appropriate named person.
- To attend relevant meetings and participate in training opportunities and professional development as required.
- To provide support for pupils' emotional and social needs by encouraging and modelling positive behaviour in line with school policy.
- To accompany teaching staff and pupils on visits, trips and out of school activities as required within contracted hours and to take responsibility for pupils as necessary.
- To assist with the general pastoral care of pupils, including helping pupils who are unwell, distressed or unsettled.
- To assist in the training and development of staff as identified by the Headteacher as necessary.
- To adhere to school health and safety policy including risk assessment and safety systems.
- To adhere to school policy on equality and diversity.
- Be aware and adhere to all school policies and procedures

- To establish and maintain effective relationships and communication with staff, parents and pupils
- To uphold the high standards of the school in all communications
- To take part in marketing and liaison activities such as Open Evening, Parents' Evenings and liaison events as required
- To engage actively in the staff-review and development process
- If required be prepared to attend in-service sessions to further own skills and knowledge
- Working to establish positive relationships with colleagues, pupils and parents.
- Providing informal assistance to less experienced colleagues.
- Other such duties as required by the Headteacher in accordance with responsibility

4. Responsibilities

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.

5. Safeguarding

- Be aware of and comply with safeguarding responsibilities as outlined in the school's Staff Code of Conduct and related policies and procedures.

6. Data Protection and other statutory responsibilities

- Be aware of and comply with data protection responsibilities as outlined in the school's Staff Code of Conduct and related policies and procedures.

Professional Development

- Engage in continuous professional learning to stay updated on best practices in school operations and health & safety.
- Attend relevant training and networking opportunities to enhance operational efficiency.
- Take responsibility for personal professional development in line with school and Trust objectives.

Review and Signature

- The postholder may be required to carry out any other duties that are commensurate with the post. Whilst every effort is made to explain the main duties and responsibilities of the post each individual task undertaken may not be identified.
- This job description is subject to review, in negotiation with the post holder at any time. However, an annual review of this job description and allocation of responsibilities will take place as part of agreed performance management arrangements.

CEO signature:

Date:

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Postholder's signature:

Date:

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Person Specification – Pupil Support Assistant

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good standard level of education • 5 GCSEs or equivalent, including English and Maths 	<ul style="list-style-type: none"> • Academic or professional qualifications in disciplines relevant to education
Work or Relevant Experience:	<ul style="list-style-type: none"> • Relevant personal and professional development • Working in an environment where experiences included taking initiative and self-motivation • Working as a member of a team 	<ul style="list-style-type: none"> • Experience in building strong collaborative relationships • Experience of working within a school environment.
Skills/Knowledge	<ul style="list-style-type: none"> • Willingness to participate in training and development opportunities • Excellent ICT skills • Excellent organisational skills • Ability to manage time effectively • Understanding of data protection 	<ul style="list-style-type: none"> • Knowledge and understanding of annual reviews • Skilled/Experienced in pastoral/behaviour management
Personal Attributes	<ul style="list-style-type: none"> • Excellent communication skills • Ability to relate well to children and adults • Ability to work well as part of a team • Flexibility and reliability • Ability to bring to the role, initiative, enthusiasm and commitment • Ability to maintain confidential information • Ability to communicate effectively both verbally and in writing to a diverse range of people 	
Special Conditions	<ul style="list-style-type: none"> • Sufficiently fluent in spoken English to ensure effective performance in the role • Able to work at times to meet the needs of the service • Willingness to undertake an enhanced Disclosure and Barring Service (DBS) check • Understanding the importance of safeguarding and promoting the welfare of children. 	