

Applicant Pack



**SEND Administrative
Officer & Learner Support**

PROUD
TO BE
PART OF

THE
Pinnacle
LEARNING TRUST



www.pinnaclelearningtrust.org.uk



Welcome from the HR Central Services Team

We are delighted you have expressed interest in a vacancy with The Pinnacle Learning Trust. Please take the time to read the 'Join the Pinnacle Learning Trust' booklet available from our website, in order to understand the benefits of working for our trust and how you might support us in achieving our vision and values.

Should you have any questions regarding the position or the application form, please contact the Human Resources Department for assistance on 0161 287 8001.

Please ensure you submit your application by the closing date stated in the advert.

We cannot accept information held on CVs and therefore your application and accompanying statement must show all information about yourself and how you meet our requirements. The job description and person specification will assist you with this. Please provide a day-time contact number on your application form.

You should remember to include information on all your previous employment roles and qualifications gained from secondary school onwards, covering any gaps in employment which are longer than 2 months, detailing what you were doing during that time.

For teaching roles, please provide your results from the last three academic years, where available, together with your application form.

In the meantime, may we take this opportunity to thank you for your interest in working with us and we look forward to receiving your completed application.

Best regards,
HR Team

*If you require this or any of the documents in an alternate format please contact a member of the Human Resources Department.



About Hathershaw College

'Together we Succeed'

The Hathershaw college, based in Oldham , serves more than 1,000 pupils aged 11-16 years across 5 year groups. We are a founding member of The Pinnacle Learning Trust, established in September 2017, and a key driver in the Trust's mission to improve the lives and chances of young people in the local area.

We are an Ofsted recognised 'good' school, committed to high standards, and celebrating the diversity and uniqueness of everyone within our community. Our inclusive environment is built upon our core values, The Three Rs: Responsible, Respectful, and Ready to Learn.

Ofsted recognises that 'leaders have developed a broad and rich curriculum' for all pupils at The Hathershaw College. Our curriculum is designed to be challenging and diverse, ensuring students leave us with a wide range of knowledge. As a former technology college, most of our students take a technology subject for GCSE and this is a very successful area of the school.

The school has a successful personal development offer and is focused on developing the character of our students. We place high value on preparing our students for future success through a comprehensive Careers Education Package that meets all the Gatsby Benchmarks. Pinnacle Learning Trust also includes the successful Oldham Sixth Form College and we benefit enormously from this link.

We are committed to the success of our staff as much as our students. As part of The Pinnacle Learning Trust, our colleagues benefit from extensive support and high quality Professional Development with the support of the **Pinnacle Research School**. Access to INSET days, weekly in-house CPD sessions, and Trust-wide training ensures that you will be learning and developing throughout your career with us. We are also an executive partner in the East Manchester Teaching School Hub, which provides access to sector-leading, evidence-based training for both teaching and support staff.

We actively seek staff feedback to ensure The Hatherhaw College remains a place where our team feels valued and supported. We are delighted that the Pinnacle Learning Trust was winner of the **MAT Excellence Award for Wellbeing Trust of the Year 2025**, and has been recognised by **Edurio for a Trust Value Award** in 2025 for the second year running.

If you are looking to make an impact on the life chances of young people, we invite you to join our team at The Hathershaw College.

Job Description & Person Specification

SEND Administrative Officer & Learner Support

Summary of Main Duties and Responsibilities

Core Purpose:

To provide comprehensive administrative support to the SEND department and to deliver targeted learning interventions for students with Special Educational Needs and Disabilities (SEND) when required. This role combines efficient statutory process management with structured Student support to promote inclusion, progress and positive outcomes.

Core responsibilities:

- Act as a point of contact for SEND-related queries.
- To make phone calls on behalf of the team.
- To take messages as and when required and forward to the appropriate faculty or member of staff.
- Liaise professionally and support communication between/with: Parents/carers, Educational Psychologists, Speech & Language Therapists, Local Authority SEND teams and any other relevant parties.
- Support families and school with referrals to health professionals for example CAMHs, Paediatrics etc.
- Maintain accurate and up-to-date SEND records (electronic and paper-based).
- Support the administration and arrangements of EHCP processes, including: annual and interim reviews, phase transfer documentation.
- Prepare and distribute review paperwork within statutory deadlines.
- Assist in the EHCN Assessment process
- Attend and minute the actions of all meetings in relation to SEND.
- Collate professional reports for meetings.
- Record and update learning plans where appropriate
- To undertake a range of administrative duties to ensure an effective office environment
- Filing, record keeping, sorting mail, managing the SENDCo diary etc.
- To undertake a range of word processing tasks as required, such as letters, records, lists etc.
- To ensure that the Academy's ethos and positivity is effectively communicated to all visitors.
- To open mail on receipt, manage the own and central email systems, ensuring that all correspondence is marked with the date of receipt, sorted and distributed as directed.
- To update Arbor where needed including logging interventions.
- Ensure all documentation both digital and paper based, information sharing and recording complies with GDPR and confidentiality requirements.
- Discuss with team members, orders for the faculty confirming with the budget holder

Inclusion and Student Support

- Promote inclusive practice within the academy and classroom spaces
- Provide enhanced support for students with additional needs during key transitional times
- Assist the Deputy SENDCo in collating and following up teacher evidence for access arrangements.

Partnership Governance Support

- Assist the Deputy SENDCo with assessment/exam window administrative duties
- Support students with access arrangements when needed
- Contribute to behaviour support strategies in line with school policy
- Deliver targeted interventions when required

Professional Responsibilities

- Maintain confidentiality at all times.
- Undertake training related to SEND, safeguarding and data management.
- Support whole-school inclusion priorities.
- Participate in appraisal and professional development

Standard Duties

- Promote and implement equality and diversity
- Adhere to legislation and the Academy's policies and procedures
- Due regard to safeguarding and promoting the welfare of children and young people
- Will model the Academy's values at all times to generate a shared purpose
- Respect confidentiality. Confidential information to be kept in confidence and not released to unauthorised persons
- To undertake any other duties as appropriate, commensurate with the grade of the post

Appointments are subject to satisfactory references and enhanced DBS checks.

Requirements of All Trust Staff:

- To promote and uphold the Trust Mission Statement, values and strategic aims and objectives
- To comply with the Academy and Trust's policies and procedures, including those relating to health and safety, safeguarding, welfare and security
- To work positively and inclusively with colleagues, students, parents and other partners regardless of their gender, ethnicity, sexuality, age or disability
- To attend briefings and staff meetings as required
- To participate in the Performance Management Review scheme and undertake professional development and training as required
- To be a positive role model and take responsibility for promoting good standards of behaviour and conduct in students
- To undertake other duties that are in accordance with the purpose and grade of the post as agreed with the Principal or designated alternate

	Essential	Desirable	Method of Assessment
Education and Qualifications			
Numerate and literate sufficient to meet the demands of the post	✓		Application/Interview
Educated to degree or post-graduate level		✓	Application/Interview
Relevant ICT qualifications (we are a Google college)		✓	Application/Interview
Experience			
Experience in record-keeping, minute taking and using standard office software (e.g. Google docs)	✓		Application/Interview
Awareness of strategies for teaching students with SEND and experience working with children with SEMH needs or similar	✓		Application/Interview
Ability to work under pressure, multi-task and maintain personal resilience to achieve high standards	✓		Application/Interview
Experience of working with children with SEMH needs or equivalent experience of working with children or young people	✓		Application/Interview
Skills and Attributes			
Interpersonal and communication skills to deal effectively and with sensitivity, to a wide range of audiences including but not restricted to students, parents/carers and the local community	✓		
Effective written and verbal communication skills appropriate for a range of different audiences	✓		
Effective working independently, as a leader and as part of a team	✓		Application/Interview
Effective at working under pressure and multi- tasking	✓		Application/Interview
Analytical skills to reflect on own skills and knowledge and to evaluate and develop	✓		Application/Interview
Ability to communicate effectively and develop professional relationships with internal and external stakeholders	✓		Application/Interview
Ability to demonstrate imagination and creativity to contribute to the realisation of the Academy vision	✓		Application/Interview
The will to model the values of the Academy at all times and ability to generate a shared purpose	✓		Application/Interview
A commitment to community cohesion and social inclusion	✓		Application/Interview

Personal resilience and determination to achieve the highest standards for yourself and others	✓		Application/Interview
Effective lead in respect of focus/project	✓		Application/Interview
Ability to motivate and support other professionals	✓		Application/Interview
Knowledge			
Knowledge of data protection and information security and an understanding of why it is important to keep information confidential and secure	✓		Application/Interview
Awareness of strategies and approaches relevant to teaching students with SEND	✓		Application/Interview
Effective behaviour for learning strategies.	✓		Application/Interview
Knowledge of EHCP statutory processes and data protection/information security principles	✓		Application/Interview
Knowledge of "Safer Recruitment" and safeguarding children practices		✓	Application/Interview

How To Apply

To apply, please click [here](#).

Additional Reasons to Join Us:

- Automatic enrolment into a Pension Scheme
- Various health and wellbeing benefits (including on site gym membership at Oldham Sixth Form College and The Hathershaw College)
- Employee Assistance Programme, offering health and wellbeing services
- Laptop/Chromebook allocated to teachers and support staff (if required)
- Cycle to work schemes available
- Free on-site parking
- Excellent opportunities for CPD and career development

Please see our Join The Pinnacle Learning Trust booklet for more reasons to work for the Pinnacle Learning Trust.

Commitment to Safeguarding

The Pinnacle Learning Trust is committed to safeguarding and protecting the welfare of children and young people and expects all staff, governors and volunteers to share this commitment. Applicants must be willing to undergo pre-employment checks. Safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed. This post is subject to an enhanced Disclosure and Barring Service (DBS) check. The Pinnacle Learning Trust is an Equal Opportunities Employer and welcomes applications from underrepresented groups and ethnic minorities.

“Educational organisations can often have a culture that is somewhat bureaucratic and punitive, but our trust isn’t like that. We have a human side, which we show in abundance, and we really support each other. Things like behaviour management, for example, are a team effort - no-one is just left on their own.”

Rebekah Sutcliffe, Trustee and former senior police officer and director in local government

PROUD
TO BE
PART OF





THE
Pinnacle
LEARNING TRUST

**To find out
more or to
apply:**

pinnaclelearningtrust.org.uk
hr@pinnaclelearningtrust.org.uk

0161 287 8001

