



STUDENT SUPPORT MANAGER
SCHOOL OF SCIENCE AND TECHNOLOGY MAIDSTONE



| JOB DESCRIPTION | |
|----------------------------|------------------------------------|
| Job Title | Student Support Manager |
| Grade | VIAT 5 |
| School / Department | SST Maidstone |
| Base | SST Maidstone |
| Hours | 37 hours per week, Term Time Only. |
| Reports to | Inclusion Officer |
| Accountable to | Head of School |

Job Summary

The Student Support Manager is a crucial role within the school and will provide support for students at SST Maidstone, mentoring pupils on an individual or group basis and supporting them in addressing barriers to learning, raise aspirations and achieve their full potential.

As well as dealing directly with students on a day-to-day basis, they will also liaise with parents and assist them with their enquiries on a regular basis.

Applicants must be able to multi-task, work under pressure and maintain confidentiality at all times. Key skills required include being comfortable in the use of Microsoft Word, Powerpoint and Excel, they must have excellent typing skills and a professional telephone manner.

Key Working Relationships

- Head of School;
- Inclusion Officer
- Head of Year;
- Lead Teachers;
- Teachers and Students;
- Safeguarding and health and safety leads.

Key Responsibilities

This is a varied role and particular responsibilities will include, but are not limited to:

- To recommend and arrange implementation of interventions and strategies for all vulnerable students including Pupil Premium students.
- To liaise with internal and external agencies in order to devise and implement strategies to overcome barriers to learning.
- To work alongside the relevant Head of Year and Inclusion Manager in developing support packages for students including mentoring.
- With Head of Year conduct 'return to school' interviews with long-term absentees and ensure that a catch-up programme is drawn up and followed.
- To support Head of Year, teachers, form tutors and parents to ensure the highest standards of behaviour.
- Where appropriate to ensure that all staff are kept informed of any welfare issues affecting students.

- Where appropriate to conduct meetings with parents when concern is of a welfare/pastoral nature.
- To support the induction of new entrants to the school.
- To deal with routine queries from parents during lesson times.
- Devise strategies to help students overcome friendship and bullying issues.
- To assist with the administration as required of the Inclusion Team.

Safeguarding

As a VIAT employee you will commit to safeguarding and promoting the welfare of children and young people.

Equality and diversity

The Trust expects every employee to take responsibility for promoting a culture that values and respects difference.

Statement

The list of duties in this job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job, and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

PERSON SPECIFICATION

| AREA | ESSENTIAL | DESIRABLE |
|-----------------------|--|--|
| Qualifications | To be willing and able to work towards gaining any relevant qualifications, attending training and to take responsibility for your own development. | <ul style="list-style-type: none"> • Qualification related to the role of Student Support Manager. First Aid qualification. |
| Experience | <ul style="list-style-type: none"> • Ability to quick build a rapport with students as well as initiate ways to support young people • Experience of self-evaluating learning needs and actively seeking learning opportunities | Experience of working with children of all ages and ideally those of secondary age |
| Knowledge | <ul style="list-style-type: none"> • Effective use of ICT and other specialist equipment/resources Good knowledge of supporting young people | <ul style="list-style-type: none"> • Working knowledge of relevant policies/codes of practice/legislation |
| Skills | Be able to adapt your communication style and be able to develop skills to suit the needs of the students that you are working with. | An understanding of school roles and responsibilities and the position of the Student Support Manager |
| Attributes | <ul style="list-style-type: none"> • Good communication skills in written and verbal form. • Commitment to safeguard and promote the welfare of children and young people Able to work supportively as a team member and able to take own initiative when working independently. | |