

Student Support Manager

New Line Learning Academy



New Line Learning Academy
Believe and Achieve



Build your Career, Shape your Future, Apply today

New Line Learning Academy is a Good school with over 800 pupils educating the next generation of young people aged between 11 and 16.

New Line Learning Academy is part of Future Schools Trust, a dynamic and inclusive multi-academy trust, founded in 2007.



A great place to be



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Welcome from the Head of School

Gary Cook
BA (Hons)



At New Line Learning Academy, we are proud to be at the heart of our community. The strong sense of belonging within our school reflects this belief and strengthens our collective spirit.

We foster a supportive and inclusive environment where every student is encouraged to *Believe and Achieve*. The wellbeing of our students is at the centre of everything we do, and we are committed to ensuring that every individual feels valued, respected, and empowered.

Our mission is to inspire academic excellence, nurture ambition, and provide exceptional experiences that help every student reach their full potential.

Our modern facilities—including dedicated spaces for drama, music, dance, sport, science, and ICT—enable us to offer a rich, personalised, and engaging learning experience.

At New Line Learning Academy, our values are brought to life every day. Our students are *Ready* to learn, *Respectful* of others, and thrive in a *Safe* and purposeful environment. These core principles underpin all that we do and help shape well-rounded, confident individuals.

We are also proud to be part of **Future Schools Trust**, a forward-thinking and supportive family of schools committed to collaboration, innovation, and professional growth. Staff at New Line Learning Academy benefit from high-quality professional development, opportunities to work across schools within the trust, and a culture that values wellbeing, teamwork, and continuous improvement. Whether you're starting your career or looking to take the next step, you'll find a welcoming and ambitious environment where your contribution is genuinely valued.

It is a privilege and an honour to lead such an exceptional school. I look forward to continuing our journey together and working closely with our community to help every student thrive and succeed.

Post:	Student Support Manager
School:	New Line Learning Academy
Department:	Student Support
Responsible to:	SLT
Salary:	FST Payscale H 1-5

Purpose

- To support teachers, subject leaders, tutors and parents to ensure the highest standards of behaviour within the relevant section of the school.
- To support students in developing self-management strategies (this may involve 1:1 or small group work).
- Monitor the attendance and punctuality of all students in the relevant section of the school. Liaise with the FLO and Attendance Team, when necessary.
- To conduct 'return to school' interviews with long term absentees and ensure that a catch up programme is drawn up and followed.
- To support SLT with patrol. This involves ensuring that students are prompt to lesson and supporting staff when they call for assistance
- To support a team of tutors by following up on repeat incidents
- To conduct meeting with parents when concern is of a welfare/pastoral nature.
- To participate in Academic Review Days and help run and organise Open Evenings and Open Mornings
- To have an overview of the curriculum and assessment procedures.
- To support reintegration meetings for students returning from exclusions.
- To monitor uniform, equipment and journals.
- To work alongside members of the SLT and Inclusion team to set up PSP's, risk assessments, and internal and external referrals where appropriate and action, monitor and review as well as complete any other paperwork that supports the wellbeing of a young person.

Main duties and responsibilities

- To challenge and motivate pupils. Promoting and developing their self-esteem.
- Liaise with other, relevant staff to gather information about pupils and to give updates on pupils
- Work with pupils to identify barriers to learning and develop appropriate strategies to overcome these
- To support in monitoring students on report with tutors and SLT
- To attend pastoral and Inclusion meetings.
- To promote the school ethos and help consistency when it comes to implementing school's policies and procedures.
- To ensure that all staff are kept informed of any welfare issues affecting students in the relevant section of the school.
- Devise strategies to help students overcome friendship and bullying issues.
- Overview of logging incidents and keeping all parties informed of outcomes
- To support with pastoral and inclusion teams to manage and monitor pupils in Internal Engagement.
- Work with Pastoral Team and External Agencies in order to devise and implement strategies to identify and overcome pupil's barriers to learning.
- To oversee the induction of mid-year students.
- To deal with routine queries from parents/carers.
- To carry out, as requested from time to time, any other relevant duties as may be reasonably required by the Head of School.

Other Duties:

- To follow child protection policies and procedures.
- Promote consistency of behaviour management across the Academy.
- To support students to commit to the Academy's behaviour and attendance policies by working with individuals or small groups.
- Administrative tasks as directed by the line manager.
- Engage with the Academy's system of performance review.
- To keep personal records of all staff development activities in which you are/have been involved.
- Attend additional training as directed to support role development.

Person Specification

- Successful recent experience of working with students of relevant age.
- Good standard of Education (5 A*- C GCSE certificates or equivalent).
- Excellent interpersonal skills, both verbal and written.
- Able to establish a rapport with young people and foster positive relationships.
- Strong computer skills including the use of Microsoft Office.
- Previous experience of working within a supported learning environment.
- Previous experience of working within a school would be advantageous and have a knowledge of using Sims
- Must be able to use own initiative, work independently in an orderly manner, motivate and inspire others with a creative approach to problem solving.
- Understanding of relevant policies, codes of practice, legislation.
- Ability to apply behaviour management policies and strategies which contribute to a purposeful learning environment.
- Know how to support vulnerable children (including those at risk of significant harm)
- Flexible and reliable
- Willingness to undertake first aid qualification
- Proven ability to maintain high professional standards

Welcome from the Chief Executive Officer

Isabelle Linney-Drouet
BA (Hons) | NPQH | NPQEL



Welcome to Future Schools Trust: **Relentless Ambition for Young People.**

We aim to achieve our vision by bringing together our family of schools to create a cohesive and aspirational community which enables every child and member of staff to exceed their expectations.

Our values are:

- Integrity
- Respect
- Resilience
- Strong Work Ethic
- Collaboration
- Equality

The best interests of young people guide every ambition and decision we take. We are passionate in our belief that schools are stronger when they work together whilst being proud and protective of the unique identity of each of our schools in the Trust. Maintaining a strong moral purpose and supportive but challenging culture is central to everything we aim to achieve.

I hope this introductory letter provides a sense of our culture and ethos and our direction of travel. If you decide to apply, we appreciate how long it takes to apply for jobs, but please do not send a general application; we are looking for someone prepared to respond to us, respecting where we are at on our journey as a Trust. You can be sure that we will take time and care in reading your personal application.

Electronic application forms should be completed on the Every Portal which you can access at www.newlinelearning.com/vacancies

Best wishes

A handwritten signature in black ink, appearing to read 'Isabelle Linney-Drouet'. The signature is fluid and cursive, written over a light blue abstract background shape.

Isabelle Linney-Drouet
Chief Executive Officer

Application:

We welcome applications from all qualified candidates, including neurodivergent individuals. If you are excited about this opportunity and believe you are a great fit for our team, please complete our School Application Form, we are unable to accept CVs. Electronic application forms should be completed on the Every Portal which you can access at www.newlinelearning.com/vacancies.

If you would like to take a look around our fantastic facilities and meet the staff that you could be working alongside, please email recruitment@futureschoolstrust.com to arrange a visit.

Health & Safety:

So far as is reasonably practicable, the postholder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the postholder is responsible, to maintain a safe working environment for employees and students/pupils.

Safeguarding:

Future Schools Trust is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Future Schools Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. All successful candidates will have to meet the person specification and will be subject to an Enhanced DBS check.

Future Schools Trust is dedicated to attracting the right teachers and support staff who are committed to developing and nurturing our students and we must provide the rewards for that to happen.

Alongside providing a competitive pay and benefits package, we offer lifestyle discounts for retail purchases and tax-efficient schemes for childcare and cycle-to-work purchases.

Pension Scheme:

From your start date you can join either the Teachers Pension Scheme or the Kent County Council Pension Scheme. Contributions are made based on your salary scale.

Annual Leave:

For support staff annual leave starts at 25 days a year plus Bank Holidays and increases after 5 years' service.

Cycle to work scheme:

We offer a cycle to work scheme, this tax beneficial scheme encourages employees to cycle to work or take advantage of the scheme to purchase a bicycle for leisure.

Retail, Health & Social Offers through Kent Rewards:

With Kent Rewards you can also get great discounts on pretty much everything you can imagine! Whether it's a meal at a restaurant, a trip to the cinema, or even a visit to a theme park there are plenty of ways that you can save.

Other offers:

- Benenden Private Healthcare Scheme – Optional to Join
- Specsavers Vouchers
- Full access to our Employee Assistance Programme, 24/7

[Click here to view all our employee benefits.](#)





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