



**JOB TITLE:** Pupil Support Manager

**SCALE:** KSE

**RESPONSIBILITY TO:** Head of Operations

## **RESPONSIBILITIES AND DUTIES**

- Monitoring and tracking attendance, identifying causes for concern, and working with pupils, parents and external agencies to promote regular attendance
- To oversee the co-ordination and admin support of the Annual Review (EHCP) cycle. To ensure the smooth scheduling of Annual Reviews and completion in line with statutory timelines
- To work with our NHS colleagues and families in writing individual Health Care Plans for pupils and requested annual updates
- Ensuring the smooth transition of new pupils joining The Beacon

### **Principal Duties and Responsibilities:**

#### Attendance

- Maintain accurate attendance records using the school's MIS system (i.e., Arbor).
- Monitor daily student attendance, identifying patterns and trends.
- Produce regular attendance reports for SLT.
- Follow up on unexplained absences and ensure appropriate coding.
- Contact parents/carers daily regarding student absences and lateness.
- To attend weekly MAST Meetings and present attendance data
- Conduct home visits as required to address attendance issues
- Track attendance of vulnerable groups of pupils and share information.
- Be responsible for sending unauthorised absence letters, and concern letters
- Develop effective relationships with pupils and families to promote good attendance.
- Arrange and attend meetings with parents to discuss attendance concerns.
- Issue attendance letters and in consultation with KPAS, initiate formal procedures when necessary.
- Conduct home visits where necessary (with appropriate staff or safeguarding measures in place).
- Contribute to the development and implementation of attendance improvement plans.
- Ensure the school meets its legal obligations regarding attendance monitoring and reporting.
- Work in line with the school's safeguarding policies and procedures, reporting concerns as appropriate

#### EHCP

- Lead the schools EHCP process to ensure that all aspects of this process are completed to deadlines, statutory guidance requirements and are of an excellent standard.
- Ensure high quality approaches to the EHCP processes and associated documents and work closely with all members of staff who are involved in the Annual Review Process.

## Health Care Plans

- To maintain accurate student medical records and ensure that all student medical information is managed in line with processes and procedures
- Maintain, update and share medical care plans, effectively liaising with class teachers, parents and NHS colleagues.
- Keep up to date records of medication administration and care plans using Medical Tracker and Arbor
- To liaise with parents/carers and health professionals to ensure that the medical needs of students are appropriately met by the School and provide information, advice and guidance (both internally and externally), in line with academy policies and procedures
- To communicate regularly with members of the School Nursing Team
- In conjunction with the School Health Service, coordinate medical examinations and immunisation programmes, height and weight checks etc. Arrange in- school appointments with visiting medical / therapeutic practitioners for staff and pupils.

## Transitions

- Ensure the effective transfer and quality assurance of pupil information - pastoral and academic.
- Engaging with parents to provide information, address concerns, and ensure their involvement in the transition process
- Organise effective induction arrangements for pupils joining the school
- Creating a welcoming and supportive environment for new pupils
- Liaise with outside agencies as necessary.
- Collate relevant pastoral, welfare and medical data available on new intake and act accordingly.
- Ensuring the safety and well-being of students during the transition process and adhering to safeguarding policies.
- Work with Assistant Headteachers and teachers on transition initiatives.
- Diarise transition events including meetings, conferences and transition days.
- Support the operational running of transition events including transition days and open evenings.

## Generic

- Manage computerised records/information systems.
- Establish and maintain good relationships with all pupils, parents, carers, colleagues and other professionals.
- Attend and contribute to parents evening.
- Make sure quality assurance standards, including deadlines for submission, are met.
- Participate in training and other learning activities as required and attend relevant meetings to ensure own continuing professional development.
- To undertake other reasonable duties which are requested by line management.
- Act as a role model for all staff in terms of both practice and the ethos and philosophy of the school in the support of our Core Values.

## JOB SPECIFICATION:      Pupil Support Manager

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

	<b>CRITERIA</b>	
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Good level of education, including GCSE in English and Maths (or equivalent level).</li> <li>• Teaching qualification</li> <li>• Safeguarding Training</li> </ul>	Essential  Desirable Desirable
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Proven administration experience</li> <li>• Previous experience of working in a school setting</li> <li>• Able to communicate factual information politely and courteously and has everyday spoken skills e.g. telephone and face-to-face conversations</li> <li>• Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions.</li> <li>• Knowledge of Arbor / School MIS systems</li> <li>• Knowledge of confidentiality and safeguarding (child protection) issues in a school setting.</li> <li>• Knowledge of computerised and manual filing systems.</li> </ul>	Essential Essential  Essential  Essential  Essential  Desirable
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to deal calmly, tactfully and effectively with a range of people</li> <li>• Ability to organise and prioritise workload to achieve deadlines.</li> <li>• Ability to take accurate notes and minutes of meetings.</li> <li>• Able to communicate factual information politely and courteously and has everyday spoken skills e.g. telephone and face-to-face conversations.</li> <li>• Ability to organise and prioritise workload to achieve deadlines.</li> <li>• Ability to work effectively and supportively as a member of the school team.</li> <li>• Able to deal with all clients and work colleagues fairly regardless of race, colour, sex, disability, age or religious belief.</li> </ul>	Essential  Essential  Essential Essential  Essential  Essential  Essential