



LEIGH
Academies Trust

Job Pack

Student Services Manager
Leigh Academy Hugh Christie

Introduction

Thank you for your interest in joining Leigh Academies Trust. This job pack is designed to give you a deeper understanding of who we are, what we stand for, and what you can expect as a valued member of our team.

Inside, you'll find key details about our Trust, the academy where the role is based, and the position itself. We've also included insights into our culture, values, and the many benefits of working with us. Whether you're an experienced educator or just beginning your journey in education, we hope this pack helps you see how your goals align with ours.

We're excited to learn more about you and we hope this pack helps you decide if this is the right opportunity for your next career step.

For further information and support on our hiring processes, please view our [Careers Page](#).

For any questions? Contact us on:
joinus@latrust.org.uk | 01634 412 263



Welcome from our CEO



Leigh Academies Trust (LAT) is one of the largest and most successful school groups in England. Starting in 2008 in Dartford, the Trust is now responsible for 33 academies of all types, educating over 24,000 pupils, employing almost 4,000 talented staff and with access to an annual income of over £250m. Our Ofsted track record is impressive. Currently, 56% of our academies are considered to be “Outstanding” whilst inspected as part of the Trust.

LAT has remained local with all of its academies located in the South East (Kent, Medway, Bexley and Greenwich), within a one hour drive across the South Thames Corridor. This helps us to share resources and expertise much more easily and offer abundant training and progression opportunities to staff. We invest heavily in our workforce and enjoy strong retention across all job roles. The Trust has embedded various advantages which mean that LAT is an excellent place to develop a career in education. This includes being a highly inclusive employer which celebrates the diversity of its workforce.

Our scale and experience means we have been able to develop several well-chosen approaches to running schools which we know work well. These include:

- A small school approach to education where larger academies are organised into colleges. This ensures high quality pastoral care for pupils.
- A world class digital strategy where all staff and pupils have their own device making teaching, learning and operations efficient and highly impactful.
- Disruption free learning and a “warm strict” approach to behaviour management so that teachers can teach and pupils can learn.
- An all-through International Baccalaureate curriculum equivalent in quality to some of the best fee-paying schools and grammar schools in the UK and further afield.

In addition, The Leigh Institute - which is part of LAT - is responsible for Kent and Medway Training, one of the region’s biggest initial teacher training organisations, a large teaching school hub called Thames Gateway and an accredited apprenticeship provider. This powerful organisation trains, develops and supports 1,000s of teachers, support staff and leadership teams across the region each year. Our future plans are found in our [Vision 2030](#), available on our website.

Simon Beamish, BA (Hons) MSc PGCE NPQH NLE
CHIEF EXECUTIVE



Our Benefits

At Leigh Academies Trust, we believe that our people are our greatest asset. That's why we offer a comprehensive and competitive benefits package designed to support your wellbeing, reward your contribution, and help you thrive both professionally and personally.

From continuous professional development and career progression opportunities to flexible working arrangements, health and wellbeing support, and exclusive staff discounts - you'll find that working with us is about more than just a job.

Explore our full range of benefits here: latcareers.org.uk/benefits

Our Mission: *Education for a better world*

At Leigh Academies Trust, our vision is to transform lives through education. We strive to ensure that every young person - regardless of background - has access to an outstanding education and the opportunity to thrive in an ever-changing world.

We are guided by four core values that shape everything we do:

- **We care** – about our pupils and their families through our human scale approach to education, our staff and their well-being and the world around us, driven by our high ideals and strong moral values.
- **We have boundless ambition** – to achieve excellence for all and create confident young adults with high levels of resilience and integrity.
- **We work together** – as one team because we are greater than the sum of our parts. We foster an enterprising culture through global collaboration with partners in business and education.
- **We keep getting better** – using our 'can-do' attitude and research informed approach to continuous improvement and innovation.

This shared vision unites our academies and teams, creating a strong, collaborative environment where staff and students can flourish.



Job Description

Job Title: Student Services Manager

Reports to: Head of College (Vice Principal)

Location: Leigh Academy Hugh Christie

Leigh Academies Trust is a highly successful multi-academy trust. Our model of education enables students to reach their full potential, transforming their lives and ultimately the communities in which they live.

Main purpose of role:

- To work with the pastoral team and other teaching staff to provide pastoral support and guidance for pupils to ensure outstanding attitudes, attendance and behaviour.
- To be an exceptional community academy, focused on learning, as well as personal and social development, and to be ambitious for all regardless of circumstances, ensuring that all students achieve to allow them to move on to the university/ careers of their choice.
- It is expected that all staff will support the ethos of the Academy.

General Expectations:

- To demonstrate high professional practice in all areas of work;
- To help progress the academy towards our vision, through a focus on raising the aspirations of students;
- To be an excellent role model for students, commanding respect and being a positive presence around the academy;
- To be efficient and effective, highly organised in all areas of work;
- To promote actively the academy's pride and ethos through words and actions;
- To adhere to the staff dress code;
- To participate in duties as directed;
- To be an excellent communicator with a high degree of emotional intelligence;
- To be an excellent student manager capable of working confidently as part of a team.

Key Responsibilities:

Safeguarding

- To attend to students' personal needs and to provide advice and assistance with their social, health and emotional development;
- Encourage a culture of listening to students and taking account of their wishes and feelings, among all staff, and in any measures the school may put in place to protect them;
- Understand the difficulties that students may have in approaching staff about their circumstances and consider how to build trusted relationships which facilitate communication;



- Ensure that the appropriate Head of College is made fully aware of all incidents involving students from their college;
- To be fully aware of child protection and safeguarding procedures and liaise regularly with the Designated Safeguarding Lead, attending meetings as necessary;
- To liaise with parents and outside agencies making referrals to Early Help as and when advised to do so;
- To attend meetings convened to discuss students' progress at the request of the Pastoral Team;
- To record concerns for specific students via chronologies to maintain accurate record keeping;
- To help support the training of staff on safeguarding and to help further support staff in their understanding of safeguarding;
- Understand the importance of information sharing, both within the academy, with other schools/academies and colleges on transfer, and with the safeguarding partners, other agencies, organisations and practitioners;
- Keep detailed, accurate, secure records of concerns and referrals;
- Understand the filtering and monitoring systems of Smoothwall in place at Leigh Academy Hugh Christie, including how to manage Smoothwall effectively and escalate concerns when identified;
- Support and advise staff and help them feel confident on welfare, safeguarding and child protection matters;
- Refer cases of suspected abuse and neglect to the local authority children's social care;
- Support staff who make referrals to the local authority children's social care;
- Refer cases to the Channel programme where there is a radicalisation concern.

Behaviour for Learning

- To collect information and statements from students who have been involved in behaviour that contravenes the school's behaviour policy;
- Liaise with external provider and stakeholders to ensure that all available resources can be utilised to support pastoral care;
- To liaise with the Head of College to agree on the appropriate management of any behaviours that contravene the school's behaviour policy;
- To monitor students who have been placed on report and to pass information about their progress to the Head of College or SLT as requested or required;
- To ensure that accurate records are maintained for all students outlining issues that have arisen and any action that has been taken.
- Agree actions for behaviour concerns at regular meetings and ensure that these are completed in liaison with the Head of College;
- Meet with students and families to ensure excellent engagement;
- To undertake duties as directed by the Head of College or SLT;
- To collate work as provided for students who may be out of lessons for any given reason;
- Reward improving and excellent behaviour for learning;
- On occasions, supervise the internal support unit (SIS), ensuring appropriate behaviour and conduct of students.



Uniform and Equipment

- Ensure that students uphold the expectations in terms of how they are presented and prepared for a high quality learning environment.

Assemblies

- Be present at the start of all assemblies to ensure high standards.

Events

- Support College events;
- Support inter-team competitions (sporting and non-sporting);
- Support enrichment opportunities which respond to the needs/interests and areas of student development.

Academic Progress

- Liaise with the College team about the most effective and high impact pastoral support to provide students to improve progress;
- Ensure students social, emotional and behavioural needs are met in order to focus on learning;
- Support the progress of vulnerable and pupil premium students and ensure the effective support/intervention.

Safeguarding of students and Duty of Care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the [Keeping Children Safe in Education document \(Department of Education\)](#).

Notes

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.



The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Academies Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.



Person Specification

As a Trust we seek to recruit talented individuals who can not only help to build the success of our academies but also people who are engaging and passionate about everything they do.

For the role of Student Services Manager, we would expect candidates to demonstrate:

Essential

- O'Level/ GCSE A-C pass grade/ new grade Level 4-9 in Mathematics and English
- Commitment to the well-being of all pupils, with up-to-date knowledge of and adherence to statutory safeguarding procedures and regulations.

Desirable

- Experience working with children within a secondary setting;
- Experience working with children with special educational needs (SEN) in a primary school setting;
- Have training in aspects of SEN i.e. Dyslexia
- Have training in behaviour management or pastoral care.
- Ability to maintain absolute confidentiality and act with the highest level of discretion when handling sensitive student or family information;
- Comprehensive understanding of factors affecting students behaviour an attendance, and their impact on learning;
- In-depth knowledge of strategies to support students' social, emotional, and mental health needs;
- Comprehensive knowledge of relevant external support agencies and referral pathways;
- Strong knowledge of effective record-keeping practices and data protection regulations (GDPR);
- Proven experience of communicating effectively and empathetically with young people, parents/carers, and adults from diverse backgrounds;
- Appropriate role models of behaviour both in the classroom and around the academy;
- Care for children, particularly those who find learning and managing their behaviour challenging;
- Work effectively with colleagues and other adults within the wider community;
- Ability to inspire and motivate students;
- Excellent interpersonal and communication skills;
- Creative and innovative skills in finding new solutions;
- Passion for own continuous personal improvement;
- Effective organisational skills;
- excellent personal ICT skills.

The post holder will also be expected to undertake any other tasks as reasonably required by the Principal or Governors to ensure the efficient and effective operation of the academy.

Apply

We're delighted that you're considering joining Leigh Academies Trust. To apply for this opportunity, please submit your online application via the job advert on our [current vacancies page](#).

We recommend taking the time to review the job description and person specification in order to also tailor your application to show how your skills and experience align with the role.

You'll need to have the following ready when applying:

- Personal details/contact information
- An up-to-date CV and/or personal statement
- Employment and education history
- Contact details for a minimum of 2 references

Join our Talent Network

If this is not quite the right opportunity for you, but you would like to stay in touch, you can join one of our Talent Networks today by [clicking here](#).

A member of the Recruitment Team will be in touch to help find the right role for you!

